



FACT SHEET

Performance Management

Our Performance Management Program is a catalyst that drives significant improvements in productivity and operational efficiency, delivering a guaranteed minimum ROI of 2:1.

BOTTOM LINE RESULTS

Our experts have delivered more than 400 successful projects. Client results typically include:

- Agreement by all levels on work definition, effort and processing steps.
- Best practices built into processes and performance standards.
- Streamlined work flow, quick-hit process improvements, increased productivity, reduced waste, improved service and higher quality.
- The creation of a culture focused on performance management, where Supervisors spend more time coaching and developing their staff.
- Fully integrated performance reporting that brings daily visibility to productivity, cost, quality and service for all employees, regardless of work content.
- Reduced cost, balanced performance and minimum 2:1 ROI in year one.

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Background

Leveraging an average of 15+ years of front and back office experience, the consultants at Major Oak have helped hundreds of clients increase employee productivity, reduce cost and improve operational efficiency through the execution of our Performance Management Program. Drawing from the DMAIC principles of Six Sigma methodology, Major Oak's approach will create a culture of performance management and continuous improvement within your operation by combining the principles of activity-based management with process improvement initiatives and highly effective management training. Through the full implementation of our productized service offering, your organization will successfully balance the cost, quality, and service equation and maximize operational performance. Major Oak guarantees a minimum 2:1 ROI on all Performance Management Projects.

A Disciplined Approach

The first step in the design and implementation of a Performance Management (PM) system is defining the work and establishing performance standards, often known as reasonable expectancies (REs). REs are defined through side-by-side observations, a technique delivering many benefits including ownership and buy-in from leaders, identification and elimination of process inhibitors, and the surfacing and cross-pollination of best practices. Our approach ensures that REs are based on desired process and performance standards, a critical and necessary step in improving operational performance.

Once the work is defined, our focus shifts to system design and implementation. Through a series of workshops, our expert consultants will facilitate all aspects of KPI selection, system design and data integration to ensure your PM system is accurate, technically sound and operationally on point. Following system install, we provide comprehensive training to area leaders through one-on-one coaching and group diagnostic sessions. In this final step of assimilation, significant results are always achieved.

Performance Management is a core competency of Major Oak Consulting.