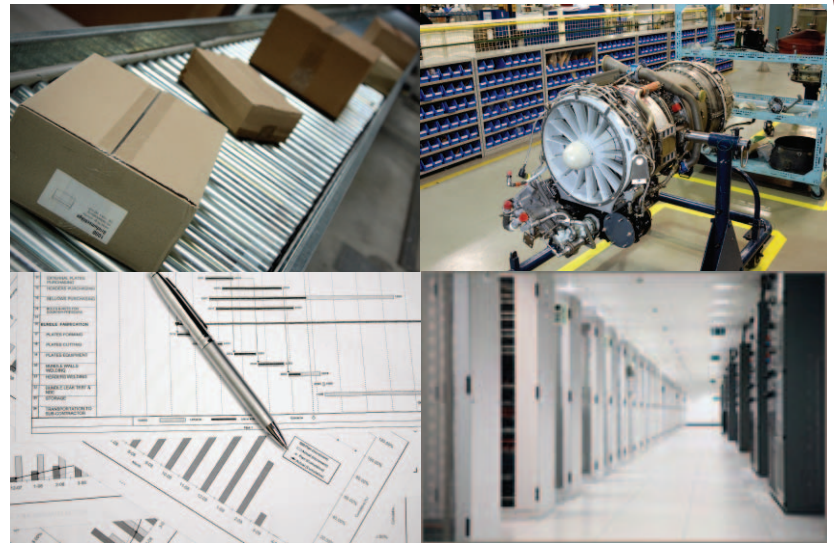


## QUICK FACTS

- A 2009 Advanced Performance Institute (API) Study found that over 80% of commercial clients feel their performance management processes need improvement.
- Gartner Group reported spending on analytic software applications and business intelligence was \$8.8B in 2008, up 21% from 2007.

## EFFECTIVE BUSINESS IMPROVEMENT PROGRAMS

- Are aligned to and support strategic goals and performance measures.
- Utilize flexible tools and processes and allow for analysis of alternatives and changes in near real-time.
- Have well-defined project scopes and active governance to resolve issues, make critical decisions and drive performance.



## Client Solution Architects

# Business Improvement and Analytic Services for Industry

## INTRODUCTION

Today's global business environment presents challenges to every industry. Global financial crises, global competition, trade regulations and energy prices and supplies are examples of the constant pressures industries face. For better results, companies are integrating internal and external processes and operations to reduce risk, respond to market demands and deliver consistent financial results.

Achieving operational success requires a robust analytic capability to measure performance supported by the right people with a comprehensive operations plan, expert project management execution and streamlined processes. Success requires a relentless focus on performance measures, a culture of continuous improvement and a methodical drive to eliminate non-value-added activities.

## CASE STUDY

### The Challenge

Some high visibility material handling problems in one Federal Agency led to another Agency's proactive steps to assure material security and safety. An evaluation of policies, procedures, personnel and infrastructure was required.

### The Approach

CSA led the multi-activity process mapping of six client locations across the United States. Detailed process maps were then subjected to a gap analysis against published policies and procedures. Finally, rank-prioritized quality improvement recommendations were developed to solve systematic problems.

### The Results

The final deliverables included 37 detailed recommendations to reduce risk, improve the consistently safe and secure handling of material, simplifying and consolidating Standard Operating Procedures (SOP) and streamlining shipping operations.

# Driving Results-Based Operational Improvement

## CSA BUSINESS IMPROVEMENT AND ANALYTIC SERVICES

Our Business Improvement and Analytic (BIAS) services help companies achieve high levels of operational efficiency and performance. CSA combines process knowledge with tools and capabilities in performance measurement and analytics. We work with companies to baseline and quantify current performance and use operations research skills to model future performance opportunities. Using Lean Six Sigma (LSS) techniques, we quickly identify process improvement areas. Then, drawing from a robust analytical toolbox, we quantify the benefits of implementing recommended improvements. We quantify client and program benefits using our Business Case Analysis (BCA) methodology and toolkit, calculating the Return on Investment (ROI) and Break-Even (B/E) points and managing those as schedule, funding and scope changes occur.

Our services include:

- LSS Black Belt services
- BCA and Capital Asset Planning (CAP)
- Performance measurement processes and systems
- Analytic software applications designs and implementations
- Operational strategies and execution plans
- Operational assessments and recommended courses of action
- Operations Research (OR) and performance measurement training

## THE CSA DIFFERENCE

- Financial and OR expertise, knowledge and skills
- Analytical tool sets and skills for operations modeling and simulation
- LSS Black Belts and project experience
- Performance measurement experience and analytic capability
- Supply chain, procurement, logistics, warehousing and acquisition process expertise

## BENEFITS

- Process improvement using LSS methodologies
- Comprehensive analytical services to drive fact based decision-making
- Use of operational performance measurement in key processes
- Quantified business cases for operational improvement projects

To learn more about CSA Business Improvement and Analytic Services

E-mail: [clientresults@csaassociates.com](mailto:clientresults@csaassociates.com)

Or visit us at [www.csaassociates.com](http://www.csaassociates.com)