

QUICK FACTS

- The most common reason for being on the Office of Management and Budget (OMB) Watch List is cost, schedule and performance issues.
- General Accounting Office (GAO) reports 37% of over 1,000 Federal Government programs (98% of the budget) failed to meet their performance goals in 2008.
- According to GAO, Federal Government contract spending has increased from \$200B in 2000 to \$529B in 2008.



EFFECTIVE BUSINESS IMPROVEMENT PROGRAMS

- Are directly and inextricably linked to the quantifiable achievement of the strategic mission, vision and goals.
- Utilize robust, flexible business intelligence tools for the conduct comparative analysis of alternatives “in near real-time”.
- Have well defined project scopes and active governance to resolve issues, make decisions and drive performance.

INTRODUCTION

Federal Government operations are becoming more complex and integrated every day. The global financial crisis, threats to national security, global trade regulation enforcement, Homeland Security operations and humanitarian relief efforts require agencies to increase service effectiveness. To improve performance, agencies must integrate internal and external processes and operations to align strategies, efficiently execute and exceed mission requirements.

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

Client Solution Architects

Business Improvement and Analytic Services for Federal Government

CASE STUDY

The Challenge

Some high visibility material handling problems in one Federal Government 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 Government agencies achieve high levels of operational efficiency and performance. CSA combines process knowledge with tools and capabilities in performance measurement and analytics. We work with agencies to baseline and quantify current performance and use operations research skills to model future performance. 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 agency/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 Planning and Investment Control (CPIC)
- Performance measurement processes and system implementation
- 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
- Quantified business cases for operational improvement projects
- Comprehensive analytical services to drive fact-based decision-making
- Use of operational performance measurement in key processes

To learn more about CSA Business Improvement and Analytic Services

E-mail: clientresults@csaassociates.com

Or visit us at www.csaassociates.com