

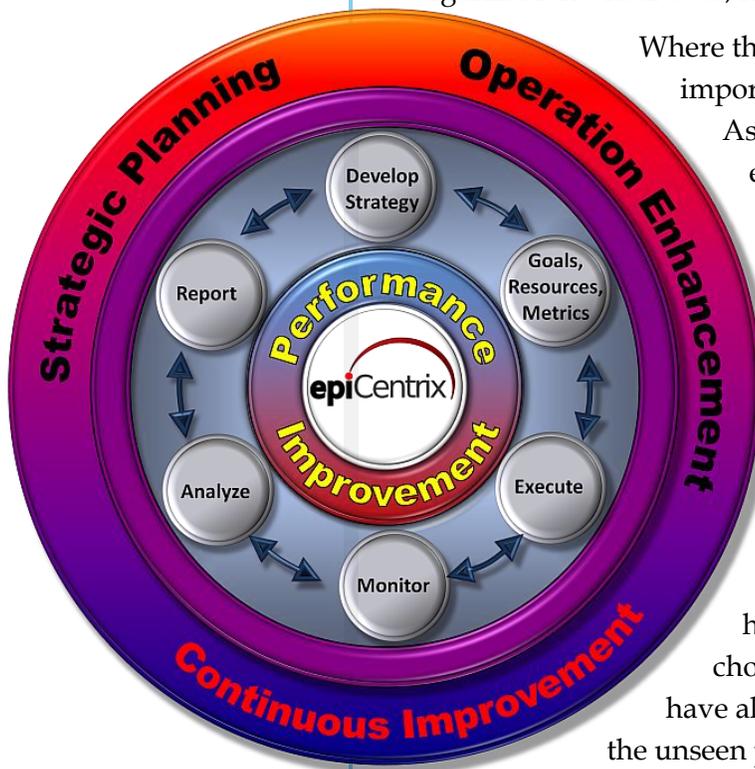
Speed to Performance

epiCentrix consultants bring targeted expertise built on frontline experience.

Setting the Scene

It's Monday morning in the team conference room. Your organization has decided to step away from crisis management, align strategy and execution and commit to performance based continuous improvement. Great! What could be wrong with that?

Well, the fact is that taking on a program of enterprise performance improvement (EPI) implies a scope of endeavor that affects every aspect of your organization from planning to execution, from communication to culture. Starting as a flash of insight it will eventually become your organization's heartbeat, how things are done.



Where the idea started isn't really important. The important thing is where it's going. The need is clear. As you look at the faces of your team you see that everyone in the room agrees. The tension revolves around how to proceed. The cost and time commitment are significant. Any misstep compounds both. There is so much to do – but what? The race has begun – but what is the course? You need to move fast – but in what direction?

Partner with a Guide . . . a Pilot . . . a Mentor

We started epiCentrix to bring the benefits of hard-won knowledge and insights to those who choose to engage in the same struggle. Our principals have all climbed this mountain and can help you avoid the unseen pitfalls, dead-end paths and expensive delays. We use a mentor approach and our job is to ensure that you reach the top, optimally balancing time, cost and quality.

The Plan

We start by listening. Our goal is to get an initial understanding of the current state of your organization. Do you need help with visioning? Do you have a fully articulated strategic plan? What particular areas are in urgent need of attention? What constraints and pressures affect the process?

Based on this understanding of your environment we will recommend a roadmap tailored to your specific needs.

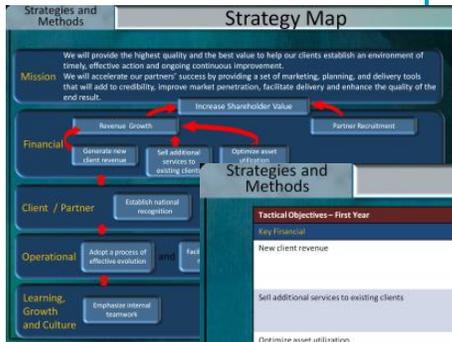
Velocity to Value

For an organization that is busy dealing with daily demands, exploring and developing new directions can be painfully expensive. **epiCentrix's** experienced team can reduce the time needed to implement effective change.

Accelerators and Other Resources

Based on your needs, **epiCentrix** will provide:

- **Vision Development** – Engage a vision development workshop to clarify the prospective future of your enterprise. For organizations with multiple constituencies **epiCentrix** can help with satellite workshops and input polling techniques.
- **Continuous Improvement Roadmaps** – A continuously improving environment requires that the various pieces of an organization work in concert. Planning, communication, execution, structure, governance, reporting and revision all must support each other and be aligned with the overriding strategy. **epiCentrix** can help by devising a roadmap that allows for an ordered and orderly series of deliverables to tune the current environment.



Strategies and Methods		Tactical Objectives	
Tactical Objectives – First Year			
Key Financial	Targets	Key Client	Targets
New client revenue	\$200,000	Establish national recognition	1
		-Articles published	3
		-Presentations	
		-Awards	
Sell additional services to existing clients	\$100,000	Deliver quality services	Yes
		-Establish metrics	Yes
		-Track performance	
Optimize asset utilization	>50%	Ensure client satisfaction	90%
-Gross Profit Margin		-Client satisfaction survey score	3
		-Referable clients	3
		-Case studies	
Shareholder Value	>????		
-EBITDA	<????		
-Investment			
Key Operational	Targets	Key Learning, Growth and Culture	Targets
Adopt a process of effective evolution	Yes	Emphasize internal teamwork	Yes
-Establish internal outreach / recruitment program		-Establish reward structure for cross sales	
-Employees	2		
Facilitate knowledge management	Yes	Foster creative, entrepreneurial thinking	
-Establish EPI Maturity Matrix	Yes	-Number of new opportunities, ideas, and products	6
-Establish and document methodology for service offerings			
Establish an environment of continuous improvement	3	Develop external partnerships	\$????
-Establish and track several continuous improvement metrics		-Revenue generated in external partnership engagements	
		-Number of external partnerships	2
Develop provably excellent products and services	5		

- **Business / Strategy Plan Development** – Many enterprises operate with only a vague notion of a strategy. Day-to-day energy is applied to the crisis of the moment. Eventually the costs of this model exceed the benefits. It becomes clear that a comprehensive assessment of the organization's present and prospective future are needed. **epiCentrix** partners can develop a strategy / business plan

whose scope is tailored to your needs.

- **Marketing Plan Development and Alignment** – Your marketing program must support and deliver against your strategy plan. **epiCentrix** can help you develop an aligned marketing plan or work with your marketing group.



- **Task, initiative, resource alignment, Key Performance Indicators (KPI) determination, and balanced scorecard implementation** – For a strategy to be actionable goals must be atomized to tasks. Tasks must be assigned to resources with performance measures identified. **epiCentrix** can help put an effective execution

model in place.

- **Current State and Opportunities Audit** – For those environments that seem to be working pretty well an **epiCenter** Current State and

For more information on how **epiCentrix** can deliver the benefits of Enterprise Performance Improvement to your organization check us out at www.epicentrixco.com.

