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REVOLUTION

Make the most
of what you
have today.

**Resource
Optimization**

When your company adds value to the product or service it provides, does it do so in the most effective manner? Does it make the most of its talent and core competencies?

We work to identify the latent skills in an organization. We then optimize those resources by creating a deployment plan where the most effective people meet every task or challenge in the most effective way. For the employee, routine tasks become more enjoyable as such processes foster ownership and expertise. The company enjoys a smoother, cost effective delivery, and higher quality results.

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The right
people with the
right talent in
the right roles

Organizational Structure Optimization

Are the right people in the right roles? Does poor organization mean that your employees are underutilized? Is real talent going to waste? Although often overlooked, effective organizational structure is essential in getting the most out of your people and resources.

Our objective examination of your structure - how it handles information, how responsibility and authority are assigned, and how it promotes or limits company values - will reveal whether restructuring is appropriate and will identify the most effective structure.

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Not happy with
your share of
the pie? Bake
a bigger pie.

Supply
Chain Optimization

Is the relationship with your suppliers or customers to the greatest benefit of all parties involved? Are you being taken advantage of? Are you jeopardizing a co-operative advantage for short-term gain?

Our facilitation of supply chain relationships can move supply chain partners from a position of struggle and stress into beneficial partnerships and will produce a true "Win-Win" competitive advantage.

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Those not
moving forward
with you are
probably holding
you back.

Continuous Improvement Buy-In

Are you having trouble convincing your staff to challenge the status quo?

Our 1-2 hour presentations will excite and invigorate staff (at any level) to begin *seeking and seeing* the opportunities for improvement around them. We will clarify that improvement will benefit the company *and* the employee. We will help staff realize that improvement measures can be gratifying. In this way, employees become self-motivated and committed to continually improve. Our presentations are conducted to introduce new projects, or can be used to launch a new company mandate. Your teams or departments will derive benefit because our presentations will provide participants with a foundation belief in constant improvement.

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Do it right, now
and forever.

Quality
Culture Management

So you have succeeded in implementing continuous quality improvement, but can your company keep it up? What are you doing to ensure that a culture of quality is supported and encouraged? How do you enrol new employees? How do you maintain quality when the company faces crisis?

Like any other asset, monitoring and maintenance are constant features of a quality culture. We work with clients to develop plans to maintain a quality culture, and ensure that improvement initiatives continue to provide *growing* returns on investment.

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Welcome
change:
challenge the
status quo.

**Dynamic
Improvement Training**

One of the biggest barriers to change is that individuals fear what change will cost them.

By uncovering and promoting the benefits of change to the individual, we empower individuals to influence the direction of the whole organization. We create a change-ready community and help ensure that changes are accepted at the organization's functional levels. Our method is intense and involves working with individuals or groups to provide a strong foundation for continuous quality improvement and is particularly useful for enrolling adversarial groups, such as unions.

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Business with
purpose and
reason

Customer Obsession Facilitation

Are your employees just “going through the motions”? Does quality of work suffer because employees have no conception of why their work matters? Does customer service take a backseat to coffee breaks?

Fostering a customer obsession makes every employee hold themselves accountable for the quality of their work, because they have a reason to do so. We will teach employees how to link every action to a customer (internal or external), and to appreciate how they can *serve a person*, not just do a job. Frontline employees have derived benefit from such skills, but this training has also produced dramatic results when applied to management, administrative or technical team members.

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You are Ready.
You are willing.
Are you able?

Process
Capability Auditing

Is your company up to the next big challenge? Is current business putting a strain on your resources? Are you ready to accept more market share, or to enter new markets? *The health of your processes may determine your growth strategy's success or failure.* Fluctuations in demand require responsiveness and flexibility. Increases in workload must be addressed in terms of their impact on processes.

Our independent capability audit will determine what a system can really handle in unbiased and quantified terms. This understanding will help you to avoid sacrificing customer service, quality, speed of delivery, or margin when expanding your business.

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You can't plan
for the future
with out
knowing what
is possible.

**Process
Risk Assessment**

Where are the risks in your processes? Do you know where the gaps are? Are there nagging issues that you can't resolve?

Knowing the risks that your systems create allows you to plan appropriately. By quantifying the impact of predictable problems, we can help you to logically justify whether improvements will be cost effective. After months or years spent working with a system it often becomes difficult to see its shortfalls. Our fresh perspective can give your management team a picture of what risks exist and the inspiration to improve.

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Where you
need us, when
you need us.

**Improvement
On Retainer**

Are you constantly making decisions on how to improve? Do you need a fresh perspective to help conceptualize where you will go next? Do you need a sounding board for ideas, or an injection of creativity?

If so, we will form long-term relationships, where our expertise is available at a moment's notice. These relationships are often very productive as we get to know your team, your history, and the intricacies of your business in detail. Companies often find our involvement is just what they need to consistently drive improvement and to challenge the status quo.

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Align your
strategies and
practices.

**Strategic
Consultation**

Is your strategy appropriate? Is it supported or limited by your structures, processes, or culture?

By using a fresh perspective, your strategy will be refined and aligned with your core capabilities to transform internal challenges into unbelievable advantages. Where the market demands a change, we will assist you in identifying simple improvement opportunities. Our guidance will facilitate the establishment of optimal strategies, and will make for sustainable competitive advantages.

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Successful
improvements
are great.
Successful
improvement
teams are
better.

Continuous Improvement Guidance

Is there an individual or team that needs some guidance in how to create lasting improvements? Do they have lots of experience and ideas, but just can't get anything revolutionary off the ground? If so, they will definitely benefit from having a mentor available to help guide them.

"Grass Roots" projects often have the most potential; but with no guidance such projects can flounder and fade. With our knowledge-based approach and adaptive coaching, we will exponentially increase your team's chance of success. We focus on transferring knowledge; so after being taught successful techniques, the individual or team will become more comfortable running improvement projects and will eventually be able to recreate success, independent of outside help.

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When you
need it done
right,
right away.

Continuous Improvement Facilitation

Does a desired company improvement fall outside of any individual department's mandate? Are your resources stretched, and time is running out? Is there no one to lead a crucial project? Are you opening operations in a new area and have little or no staff in place?

For these situations we offer Continuous Improvement Facilitation. Our constant, qualified direction will be available to an improvement team until the project has been completed. Our expertise and knowledge will help keep a project team on track, which will therefore deliver your project quickly and efficiently.

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Complex improvements require focused vision and control.

Improvement Management

Does a large-scale, company-wide initiative require the co-operation of many departments, suppliers, technicians, and customers? Does improvement vision need to be effectively communicated to several different parties? Orchestrating a large and complex project can be complicated enough without having to educate all participants in improvement theory.

When time is of the essence, we can act as an autonomous third-party project manager, ensuring that the project can be completed quickly, while also equitably addressing the needs of all participants.

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Get more for
less.

Process Flow
Optimization

Are materials, information, or customers processed efficiently? Are you making the most out of your resources by limiting confusion and non-value activities?

Periodic system reviews can show that while systems may be working, they may be adding unnecessary costs. Our unbiased and structured analysis will show where improvements can be made and can quantify the savings that will be achieved in any type of process. Our analysis is valuable to both service and manufacturing operations and can streamline the work of administrators or technicians within any company.

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Since change is
constant,
capitalize
on it!

Business Agility Consultation

Does your market change rapidly? Can your systems and departments keep up? Can your business anticipate these changes and be prepared *ahead of the competition*?

Agile businesses are those that can alter their systems to accommodate any eventuality. Such businesses increase their lead in an industry as the pack rounds the corner. We can establish the most efficient redirection of company resources, operations and strategy to respond to changing market conditions. We will help you to capture the market that the competition failed to accommodate.

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You can't
manage what
you don't
measure.

Metrics Development

Do your managers struggle to maintain control? Do they expend time and energy with very little to show for it? Can they give others the information they need quickly and effectively? If not, adequate measures may not be in place that allows these managers to make informed decisions.

We will ensure that you are monitoring the right information, and verify that the interpretation of that data is correct. In this way we "enable" effective managers. We will minimize wasted time, money and energy by improving the quality of your management decisions. By developing expertise in creating timely and relevant metrics, your managers will be happier and more successful.

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Information in
the right place:
no more,
no less.

Documentation Optimization

Sometimes it seems that every problem creates the need for more paperwork; but is that paperwork doing what it was intended to do? Do you need all that paper to maintain control? Are you getting value out of the time spent filling it out, transcribing it, logging it, and storing it? Sometimes the design of the document creates more work than necessary. Sometimes many forms tell the same story, or worse, they tell different stories and confuse the issue.

Our objective assessment of your operational documentation will determine what information you really need, or do not need, to satisfy your goals. We can re-design documents for clarity and usability. This process will free-up resources and provide better information to those who need it for long-term savings and efficiency gains.

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