

CONSULTING SERVICES

Offered by Focus Performance Systems

Sometimes an outside expert is the best choice to bring objectivity and focus to an important business decision, problem or project. Our four senior consultants have over 70 years of experience in applying the FOCUS™ methods to business issues. We can work with your organization to diagnose your needs, rapidly deploy the FOCUS tools to your situation and deliver effective solutions.

Our consulting engagements are focused in three areas of speciality:

PROJECT EXECUTION

Our expertise lies in our ability to address key factors that hinder execution. Projects of all sizes tend to fail much more frequently than we are willing to admit. The reasons are numerous:

- Lack of clear project purpose and goals.
- Attitude that assumes that few problems will arise.
- Decisions based on flawed logic.
- Lack of an effective project communication structure.
- Inability to quickly “triage” problems that cause project delays.
- Rapid change happening within the organization during project execution.
- Unrealistic timelines.

Our model closes these gaps by strengthening your existing project management structure with tools to help streamline decisions, resolve problems and delays, and protect the project plan from unforeseen disasters.

PROCESS IMPROVEMENT

We work with clients to improve operational performance of existing processes and help design new processes where needed. Our expertise lies in these areas:

- Process analysis, and diagnosis of failures, breakdowns and gaps.
- Identification of process improvement alternatives and solutions.
- Implementation of process changes and improvements.
- Documentation, training.
- Feedback and review.

Recent process improvement consulting engagements have addressed these business processes:

- Corrective and Preventive Action (CAPA) systems.
- Decision structure and processes for Supply Chain management.
- Customer feedback and problem escalation processes.
- Failure investigation processes.



BUSINESS ISSUE RESOLUTION OR DECISION ANALYSIS

In this mode, we work with clients to resolve a high impact, costly or time-sensitive problem or decision. Our consultants use the proven Decision Focus processes to bring sound logic and analysis to the issue. The engagement may be facilitation of one or more Decision Focus problem solving/decision making meetings or may include a more detailed analysis of the business issue or problem. Either way, our role is to help you apply rational analysis and objectivity to the problem and ensure that the resulting solution will deliver the results needed.

Our consulting engagements typically follow this process:



PHASE 1. BACKGROUND AND PROBLEM DEFINITION

In this initial phase, we learn about your situation, define the current state and your desired outcomes. We also learn about what's been done so far to address the issues and the results of those efforts.

PHASE 2. PROJECT PROPOSAL & DELIVERABLES

You receive a detailed proposal outlining project scope, timelines, results and costs. You also learn about the specific approach we recommend for the project - the FOCUS process we intend to follow to achieve the desired results.

PHASE 3. DELIVERY & DOCUMENTATION

During this phase, we implement the project per the scope and deliverables plan outlined in the proposal. The results are presented in a formal presentation, written summary report or both. After the project concludes, a follow up meeting is scheduled to discuss results and evaluate the process.



Contact us at 952.595.8000 or info@focustools.com to speak with a Senior Consultant about your situation and needs.