

USCCG's Feasibility Study Identifies and Quantifies Potential Opportunities for Improvement

Solid Business Proposition Essential for Successful Engagement

Overview

At USC Consulting Group we pride ourselves on results. That's why we won't even propose an engagement unless we believe we can deliver real value to a prospective client.

The primary vehicle for determining the validity of any business proposition is our feasibility study. During this study, which normally takes up to two weeks to complete, we'll put an experienced team on site to observe your operations real-time, analyze systems and process flows, review trends and financial metrics, and gain a better understanding of your objectives and the issues you face.

At the end of the study, which is usually conducted at our expense, we'll make a formal proposal that identifies opportunities for improvement (illustrated by specific examples), defines project deliverables, lays out a tentative project schedule, and provides preliminary financial projections.

We'll also demonstrate our capabilities, plus the methodologies, technology, and approach we'll use to accomplish our assignment.

Given a "go ahead," we're prepared to start the engagement immediately, using many of the same people who conducted the feasibility study to maintain continuity and compatibility. This allows us to shorten the learning curve and deliver the projected results that much sooner.

The Process

1. *Communication*

The process begins with open and honest communication. Before we begin, we sit down with designated supervisory personnel to introduce ourselves, explain what we'll be doing for the next few weeks, answer any questions, and ask for their participation and support.

2. *Staffing*

A senior analyst, supported by members of our operating and management staff, will conduct the study. Later, this team will be augmented as necessary/appropriate to fully staff the engagement according to our proposal and to accelerate progress.

3. *Data Collection*

During the study we conduct a system and process review, making first-hand observations of daily activities by department, and collecting current and historical operating and financial data. This will later allow us to tie our improvements directly to your key financial metrics.

4. *Evaluation*

All the above information is then synthesized, analyzed and reviewed by our team, along with you and your team, against your business objectives. At this point, a business proposition is established (or not) based on what we've jointly learned from the data collected.



FEASIBILITY STUDY

5. Preliminary Review

At the end of the first week, we'll share our preliminary findings with you to make sure we're still on track, and to get your insight and further direction. This will normally require an hour or so of meeting time after which, if we're still in agreement, we'll continue our analysis for a second week.

6. Presentation

At the end of the second week – usually on Thursday morning – we'll present our findings, conclusions, and recommendations to your senior decision-makers in a meeting that normally lasts two to three hours and covers the following:

- *Review of key performance indicators*

Where you've been, where you are now, and what you might reasonably expect to attain

- *Observed operating weaknesses*

A summary of practices that are impeding your performance, illustrated by detailed examples

- *Deliverables*

The specific operational and financial benefits projected from our engagement

- *Schedule of key events*

A visual road map of what you can expect to happen by when

- *Commitment letter*

A summary of anticipated savings and/or other improvements, accompanied by our proposed fee, supported by a formal estimate of how long it will take to achieve the deliverables

7. Decision

After working closely together for two weeks, the next steps are generally obvious. All that remains is to formally review and reaffirm the opportunity and plan of attack.

At this point in the process we'll look for a decision based on three key criteria:

Have we made a compelling business case for operational improvement?

Are the financial rewards attractive enough to proceed?

Have we established enough credibility and/or demonstrated enough competence that you feel comfortable working with us?

If the answer to these questions is “yes,” we stand ready to begin the engagement the following Monday.

Accountability

Once engaged, we'll review our performance with you weekly against the agreed-upon deliverables and schedule.

If, at the end of any week and after paying us for that week, you are not satisfied with our progress, you can terminate the engagement without further obligation. That way we are continually motivated to deliver real value, and our clients can be confident that we'll at least meet – if not exceed – their expectations.

An Invitation

If you'd like to significantly improve the operational and financial performance of your company, call us at **(800) 888-8872** to schedule a free initial consultation. Or, for more information, visit our web site at www.usccg.com. In either case, if you give us a few minutes, we'll make sure that your time is well spent.



First we make it work. Then we make it last.®