



StatOrg Services, LLC
www.statorgservices.com

**Solutions when you call
for help—
Smart Tools so you Excel
Performance, Quality,
and Service Improvement**

As a Government Service Provider.....

Thank you for the opportunity for us to share our statistical and organizational services with you. As a newly organized consulting firm, we appreciate your willingness to see what we have to offer. We are confident we know how to improve service, and we may be the solution you need.

We may be new to this business, but we are not new to the service world. We have 35 years of professional experience in the service world ready and willing to meet and work with you to understand your needs, and improve your results. Our tools are what made Toyota a world automotive leader, and what made General Electric a world business leader. Give us a call, and let us explore together whether what we do is useful to you. We are confident you will find that we offer many valuable services.

We are connected with a number of other professional consulting organizations, so if we cannot help, we may know who can.

We look forward to hearing from you.

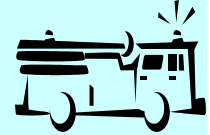
Jim Christensen

Jim Christensen, Principal

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As a Government Service Provider..



- **You launched several new initiatives, and you wonder if you are closer to your goals?**
- **You have some data, and you wonder if you are improving?**
- **Your costs to serve are increasing and your payments from taxes is not?**
- **You hear complaints about the erosion of service levels?**

We Can Help

StatOrg Services, LLC can meet with you and help you assess whether we have tools to take your enterprise performance to the next level.

The government sector has collected performance information for a long time, and that data can tell a statistician a story. Let us explore your information together and see what improvements might be possible.

Our Successes

- **We created a performance measurement system based on a balanced scorecard that helped one enterprise focus on critical gaps to begin to meet its strategic goals**
- **We assessed staffing needs for an enterprise and helped them understand how existing staff could accomplish 20% more work at no additional cost**
- **We developed strategies for clients faced with staff retirements to sustain quality levels via retiree-led training**
- **We helped a client learn which resources were critical to maintaining quality levels**
- **We helped a client review expense levels to eliminate costs with an increase in service level**

We can help you, too. And if we cannot, we may know who can.



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James L. Christensen, Principal

We are a provider of statistical and organizational services to service enterprises. We provide solutions when you call for help, and offer smart tools for you to excel in the complexity of today's service world. Please review this material and learn more about what we offer.

We have over 35 years of professional experience and a network of associates with skills and tools to assist you. Call us when you need help. If we cannot help, we may know who can.

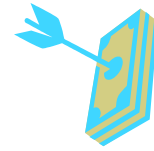
Solutions when you call for help -

Smart Tools so you Excel in Complexity

Our Mission

To become the most reliable and creative provider of the solutions service enterprises need to increase their impact and achieve their goals amidst increasing complexity. We are committed to helping enterprises serve their customers with the quality and costs expected by working smarter, not harder.

Strategic Services



Key Benefits

Aligns operating goals with key enterprise goals

Helps the enterprise set sustaining goals

Gets the most from limited resources

Increases customer satisfaction and organizational support

Capabilities

Strategic planning is a management tool. As with any management tool, it is used for one purpose only: to help an organization do a better job - to focus its energy, to ensure that members of the organization are working toward the same goals, to adjust the organization's direction in response to a changing environment. In short, strategic planning is a disciplined effort to produce fundamental decisions and actions that shape and guide what an organization is, what it does, and why it does it, with a focus on the future.

The process is about planning because it involves intentionally setting goals (i.e., choosing a desired future) and developing an approach to achieving those goals. We use:

Brainstorming

We utilize software that allows your team to freely explore organizational alternatives and set objectives

Prioritization

We lead your team through a process that helps you understand your strengths and areas of growth. Many refer to this as a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)

Voice of the Customer

Exercises allow your team to understand and develop objectives to satisfy your customer's needs

Quality Services



Key Benefits

Increased service capability

Ensures quality necessary to satisfy increasingly demanding customers

Increased customer satisfaction

Capabilities

In most cases, 1 or 2 variables are critical to the quality of the services your organization delivers. We utilize these statistical tools to determine the critical inputs and assist you as you develop the improvements needed to increase performance and meet customer requirements:

Cause and Effect Tools

These tools begin from team brainstorming to identify possible causes for defects, and determining the leading causes.

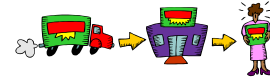
Failure Mode Effects Analysis

Once we know the most likely causes for defects, we have other tools that help us narrow down the number of likely causes to the most critical inputs. This is a highly utilized risk management tool.

Statistical Analysis

There are a variety of statistical tests - multivariate analysis, Pareto Analysis, etc. These can all be used to further determine the cause of defects and serve as the variables to develop improvements in service quality. We have the capability to perform designed experiments with key variables to determine the level of improvement prior to implementation. This permits you to determine the benefits associated before you add operating costs.

Process Services



Key Benefits

Develop a clear understanding of the resource and process drivers of your enterprise, and which are critical

Learn the barriers that prevent your enterprise from excelling and develop improvement strategies to move into higher gear

Learn the allocation of resources that will produce the most effective outcomes for your enterprise and its customers

Capabilities

Every organization strives to produce higher quality outcomes, and only the smart ones know that focus on the inputs (resources and processes) is the fastest way to achieve higher performance. Here are some of the capabilities we offer to serve your needs:

Process and Value Stream Mapping

We have tools to help you understand your processes such as flow charting, value stream mapping, and utilize Lean tools to develop improvements to keep costs controlled and increase performance.

Resource Mapping and Planning

We have many tools to assist you in analyzing your resources (staffing, consultants, outside services, etc.) so that you can stay within budget and often reduce the resources needed to be more effective.

Project Management

We are experienced in project management skills, and can assist you with delivering the results you expect with the right mix of scoping, resource deployment, and time management.

Resource Development

We are skilled in managing fundraising campaigns that produce the revenues needed to grow your organization, or appeal to existing funders in ways that increase their generosity and support for your goals.

Measurement Services



"You get what you measure" -- whether it is really what you want or not. Therefore, it is extremely important to define appropriate goals, metrics, targets, and data collection processes. The goal is to **raise the visibility of the important things** -- now and in the future.

Key Benefits

You see at a glance if you are working toward goals effectively with metrics that monitor outputs and outcomes

You can manage your enterprise by facts and data

You learn if your improvements are working

Capabilities

We are thoroughly versed in the balanced scorecard methodology and believe it can help organizations find its path to success in today's complexities. We also have many other tools to serve your needs:

Double Looped Feedback

The balanced scorecard incorporates feedback around internal business process *outputs*, but also adds a feedback loop around the *outcomes* of strategies. This creates a "double-loop feedback" process in the balanced scorecard.

Outcome Metrics

It is hard to improve what you can't measure. Metrics must be built based on the priorities of the strategic plan, which provides the key business drivers and criteria. Processes are designed to collect information relevant to these metrics and reduce it to numerical form for analysis. Decision makers examine the outcomes of various measured processes and strategies and track the results to guide the company and provide feedback.

Management by Fact

The goal of making measurements is to permit managers to see their company more clearly -- from many perspectives -- and make wiser long-term decisions.

Contact Us



Please contact us to learn more about the services we offer when you or your enterprise needs help.

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Postal address

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Clients

[First Unitarian Society](#) - we are performing several projects for the Society, including:

Managing their capital project that will preserve their National Historic Landmark building, accommodate their space needs, and provide for a sustainable future.

Assisting them in exploring their staffing needs compared to existing resources.

Developing a Performance Management System to help them measure their progress toward their strategic goals and objectives.

[Laura Richards](#) - this young artist needed help finding markets for her work, and we have made connections to help her improve her sales.

Alliant Energy

United Way of Dane County

Organizations

[American Society for Quality](#)

[Lean Enterprise Institute](#)

[Six Sigma Academy](#)

[Unitarian Universalist Association](#)

[For Impact](#)

[Madison Area Business Consultants](#)

[Balanced Scorecard Collaborative](#)

[Madison Area Quality Improvement Network](#)

Network of Consulting Associates

[Howick Associates](#)

[Lean Healthcare Solutions](#)

[Victoria Jones Strategic Marketing Communications](#)

[Lean Healthcare West](#)

[IMS](#)

[Consultant Referral Network](#)