

## INTERNAL COMMUNICATION

## PROJECT EXAMPLE

PROJECT OPTIONS

COMPLIANCE CONCERNS  
 CONTRACT MANAGEMENT  
 COST CULTURE  
 DEPARTMENTAL CAPACITY  
 GOVERNANCE / POLICIES  
 INTERNAL COMMUNICATIONS  
 KPI MANAGEMENT  
 MAVERICK SPEND  
 PEOPLE MANAGEMENT  
 PROCESS MANAGEMENT  
 RATIONALIZING DEMAND  
 SKILLS & TIME UTILIZATION  
 SOURCING MANAGEMENT  
 SPEND ANALYSIS  
 SUPPLIER MANAGEMENT  
 TECHNOLOGY MANAGEMENT

ENTERPRISE BENEFITS

BENEFIT CULTURE  
 COST REDUCTION  
 EXPERT NETWORK  
 INNOVATION & TOOLS  
 LEVERAGED TIME  
 PEACE OF MIND  
 UNBIASED ASSESSMENT

PRICING STRUCTURE

FIXED FEE  
 FOCUSED ON ROI  
 NO HOURLY METER

**PROJECT OVERVIEW**

- **CLIENT:** CEO/CFO of \$200M Enterprise
- **CLIENT NEED:** Capture missed opportunities, **break down silos and boost employee morale to improve competitiveness and preserve jobs.**
- **PROJECT OBJECTIVE:** **Determine existing management to employee GAPS,** Create Enterprise transparency, Improve job security through dismantling of fiefdoms, Elevate communication to an imperative status, Understand existing macro/micro communications
- **PROJECT VALUE:** Improved morale and job focus leads to happier, more efficient employees, **More efficient employees lead to cost reduction and increased profitability,** Decreased employee turnover and Enterprise growth.
- **PROJECT METRICS:** 1) Employee morale, 2) **Process/ Departmental efficiency,** 3) Employee turnover and 4) Team outputs
- **PROJECT DURATION:** 90 days

**PROJECT APPROACH**

- Conducted **comprehensive interviews, surveys and observations** across multiple departments and management to assess internal communications at multiple levels within the Enterprise.
- Gathered all data and applied the Expense Assist Vulnerability Index<sup>©</sup> to **identify the severity of the vulnerabilities** and plan for treatment.
- **Designed customized treatment for each identified vulnerability and weakness** to drive the desired Project Objective.

**PROJECT OUTCOMES**

1. Higher employee morale.
2. Improved Enterprise efficiency.
3. **GAP reduction between management and employees.**
4. More frequent team building exercises.
5. Individual and team incentives to ensure all employees feel valued.
6. Greater collaboration within Enterprise leading to improved outcomes.
7. **Waste and cost reduction due to improved efficiencies.**

**Assess. Identify. Treat. Grow.**