

solutions brief/public sector

Customer Centric Process Improvement

Situation

Your department is working with an ever-shrinking budget, yet you're being asked to continue to provide the same or even increased service. You have a solid plan to deliver value to your clients in place, but projects continually run long or over budget. Trying to do the same thing year after year more efficiently isn't moving your organization forward as fast as you'd like. Adding staff is out of the question.

Many public sector teams lack the workforce and budget to keep pace with the amount of work that needs to get done in today's business world – let alone plan for the future. As a growing percentage of your workforce nears retirement, or if employee turnover is high, how do you capture the knowledge that helps your department or agency run smoothly?

Process

Adams-Gabbert & Associates has the solution. Our tried and true Customer Centric Process Improvement (CCPI) methodology helps organizations capture the details of how their business gets done. CCPI employs a combination of understanding, analytical and process improvement techniques that generate quantum leaps forward in your pursuit of doing more with less.

Result

CCPI allows department or agencies to analyze and improve their processes and create a smoother running, more efficient and less costly operation. It creates a client base of satisfied, loyal, repeat customers who think of your company first.

« Adams-Gabbert helped us think about what we really do. Their approach and facilitation skills steered us through our account management and service processes. They helped us understand the impact of how each step affects our clients as well as everyone in the company. They showed us a way to focus on the customer and boosted our overall ability to grow. »

Mike Mitchell General Manager/VP Signature Landscaping

Adams-Gabbert & Associates is a business operations consulting company specializing in Project Management and Business Process Improvement. Our consultants deliver projects on time and on budget in a variety of industries for companies of all sizes. For more information or to learn how Adams-Gabbert can help your organization, visit www.adamsgabbert.com or call 816.347.0077.

