

# Reaching New Heights

## Operational Performance Assessments

Even the best organizations can benefit from the advice of skilled external operational experts. “Good enough” thinking turns into the norm as people settle into patterns and processes become accepted. Hidden inefficiencies and less than optimal results unknowingly give competitors an advantage — you cannot afford to stop improving.

With tighter budgets, rapidly changing priorities, and massive technology expansion, you face tough decisions with demand management and return on investment (ROI). Organizations also struggle to implement performance improvement strategies with measurable results and benefits.

Edwards’ assessments enhance your understanding of operational areas and their contributions to success. We provide a fact-based framework for evaluating people, processes, and technology by analyzing key data — constructing a smart, cost-effective, and executable plan. An established performance plan puts you heads above the competition; allowing you to reach new heights.

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## Macro Assessment – Operational Strategy and Asset Productivity

A strategic review of organizational planning and control that includes:

- Technology
- Human Capital
- Budgets
- Management Techniques
- Risks

It is a high-level analysis of key documents and staff interviews that characterize organizations. Our Macro's include briefings/documents – providing valuable insight into performance, opportunities, and risks.

## Micro Assessment – Domain Analysis

Micros help you improve organizational performance in a business unit or a specific program or project. Our ITIL, COBIT, and Six-Sigma certified staff can quickly assess and identify opportunities for operational improvement. With nearly 90% of our staff PMI®-certified in project, risk, and requirements management, we can review project, program, and portfolio methodologies to help you rapidly mature your PMO.

## Why Edwards?

Since 1997, our experienced Edwards team has provided business solutions that result in greater operational performance. We are serious practitioners – putting our clients' interest first. We develop, collect, and analyze organizational metrics to provide recommendations that bring significant performance impact. Our disciplines define our strategies for working with customers.

- Enterprise Management
- Learning & Development
- Knowledge Management
- Cybersecurity

