

At Waypoint, we're focused on one thing: making agencies run better. Our objective is to help agencies turn **strategy into action** and identify the most practical ways to get things done to ensure **mission-driven** initiatives deliver their intended **results**.

### The Waypoint Advantage:

- Proven past performance in Federal Government
- Diverse industry experience
- Best value in delivering customized, scalable solutions
- GSA schedule holder (**MOBIS**)
- Small business entity

### Our Values:

- Extraordinary commitment to people
- Unyielding focus on achieving client results
- Dedication to client collaboration & teamwork
- Fundamental belief in professional excellence
- Strong spirit of collegiality

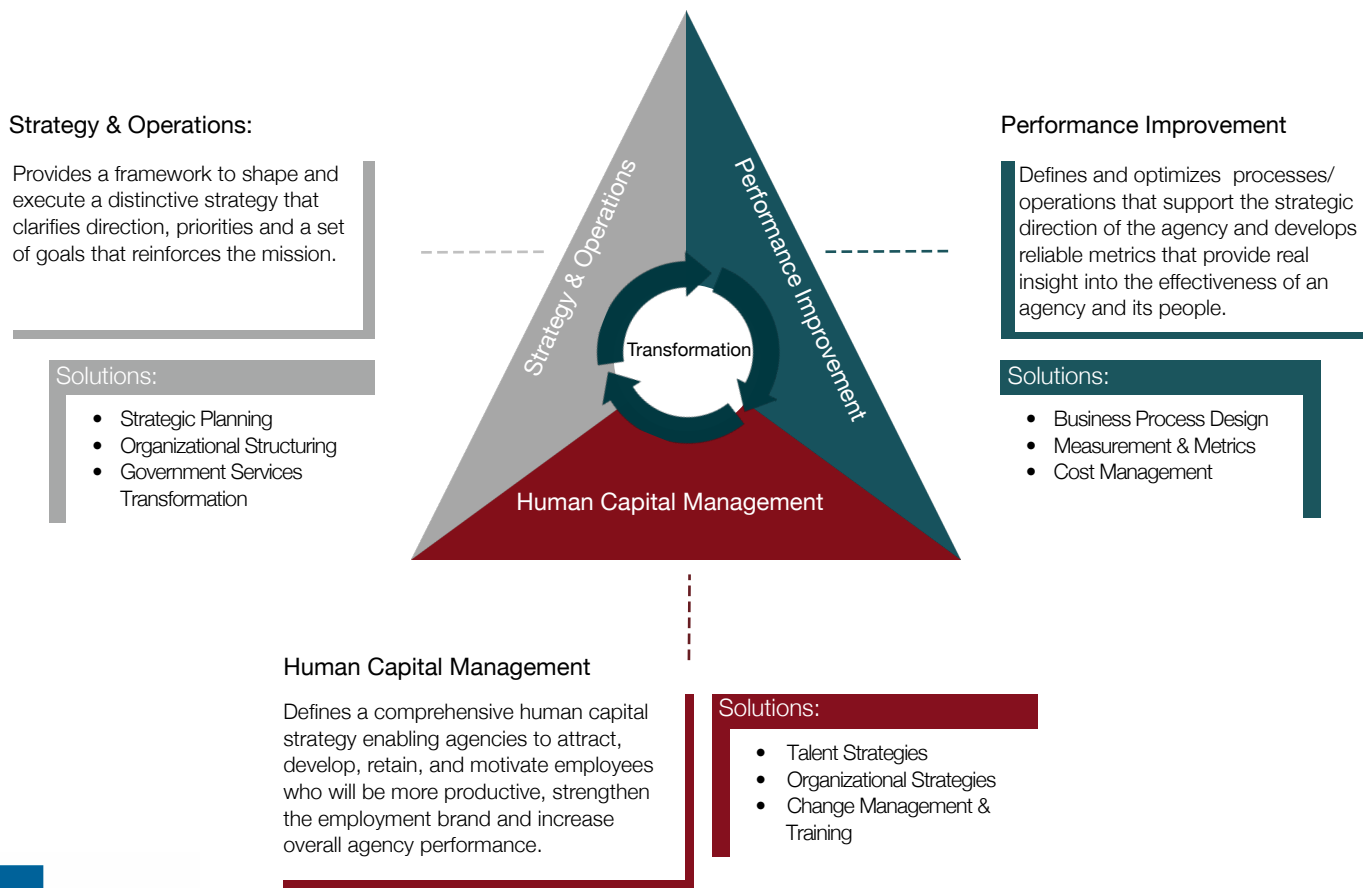
## Our Services

With the President's **management agenda** aimed at building a **high-performing government**, the focus will soon shift from grading government programs as successful or unsuccessful to requiring agency leaders to set priorities, demonstrate progress in achieving defined goals and explain performance trends.

To increase the quality of their programs and operate more efficiently, agencies must focus on **improving** and **aligning** their business processes and human capital strategies with their mission and measuring the effectiveness of their operations. That means transformational change down to the lowest level.

Government must embrace **transformational change** as a core discipline, becoming adept at new practices. This focus will enable the development of targeted programs where they are really required and will allow agencies to be more efficient, cost effective and most importantly, increase overall client satisfaction.

Waypoint provides specialized services to help agencies address critical issues and transform the way they do business.



# A Closer Look at Our Services & Solutions

Defining the vision, mission and **strategic plans** for an agency is crucial to map a clear path forward. But it is only one component of a three part equation. Agencies must also clearly define **measurable operations** that drive mission performance and must be supported by a strong, well skilled **human capital infrastructure**.

Waypoint provides services that guide strategic business transformations through the alignment of organizational objectives, operational processes and human capital strategies. Our service offerings include:

## Strategy & Operations

### Strategic Planning

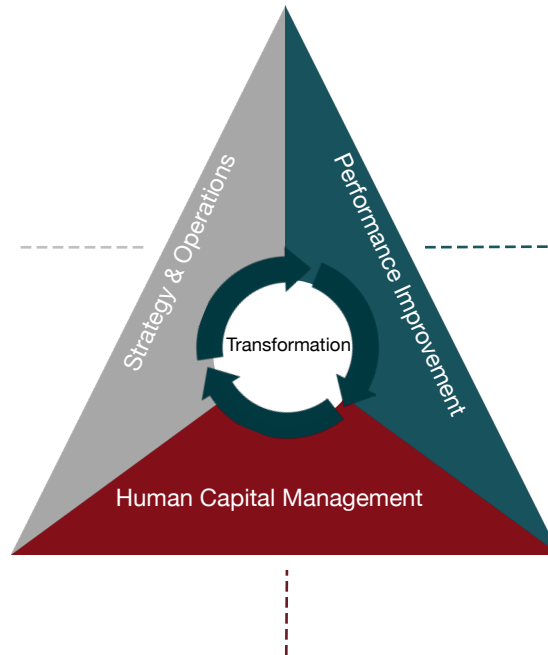
- Defining vision & strategic objectives
- Linking vision to measurable goals & actions
- Defining IT enterprise & architecture strategy
- Strategic performance measurement & management

### Organizational Structuring

- Organizational design & restructure
- Job design
- Data & information exchange
- Culture development strategy
- Communication strategy & plan development

### Government Services Transformation

- Defining management strategies & service delivery models
- Enterprise architecture strategy & design
- Application design & development
- Business process redesign
- Measurements & metrics
- Governance model



## Performance Improvement

### Business Process Design

- Current state operations assessment
- Future state operations design
- Risk mitigation strategy development
- Process controls

### Measurement & Metrics

- Linking measures & metrics to business goals
- Continuous improvement models
- Process management strategy & approach
- Six Sigma/Lean tools & approach

### Cost Management

- Business case development & ROI
- Value creation
- Reduced Total Cost of Operations (TCO)

## Human Capital Management

### Talent Strategies

- Manpower assessment & design
- Workforce planning
- Succession planning
- Competency modeling
- Performance management

### Organizational Strategies

- Organizational design & restructure
- Job design
- Data & information exchange
- Culture development strategy

### Change Management & Training

- Change management strategy development
- Change management plan development & implementation
- Communication strategy development
- Communication plan development & implementation
- Training design & delivery

The old saying, "you're only as strong as your weakest link," applies greatly to agency performance. By only focusing on the business processes that drive your agency, you will never achieve optimal performance. In contrast, if you only focus on the human capital element, your processes suffer. And, with no strategic plan to map your route to success, you may never get where you want to go. By viewing transformation from a holistic point of view that incorporates strategic planning, performance improvement and human capital strategies, you're on your way to truly **building a high-performing government**.

## Working With Us

For years, we have been helping government clients break down the most complex people and process challenges into achievable steps and solutions.

**GSA Schedule:** GS-10F-0035U

**Dun & Bradstreet:** 806899832

**Cage Code:** 4VCD7

**NAICS Codes:** 541611, 541690, 541612, 611430, 541618, 541990, 561110

For more information or to discuss how to get started, contact: