



Building a  
high-performing  
government

## Performance Improvement



# Take Control of Your Mission

Successful leaders know that in order for an agency to stay on top of its game, it must drive improvement from the inside out and from the outside in.

Improving your agency from the inside is nothing new. But pushing those changes out to your agency partners and vendors drives a whole different kind of result. How will you drive improvement in your organization?

# Performance Improvement

The goals of an agency and how those goals are executed define its operating model. It connects the strategic intent of the organization with the operating tactics of business processes, people and technology. A comprehensive operational plan that outlines detailed processes, procedures, roles, responsibilities and process measures enables consistency across your agency. Additionally, identifying key points of risk or failure in each process that is linked to the development of internal controls, allows our clients to better audit the execution of processes, deploy corrective actions and ensure further consistency across their operations.



## Solutions

### Business Process Design

Clearly defined operations, roles and responsibilities drive greater effectiveness, efficiency and accountability. The leverage point is to know which processes aren't working as well as they should and which deliver the greatest value. Identifying and prioritizing operational 'pitfalls' is the first step toward improvement. Waypoint supports clients in the following areas:

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

### Measurement & Metrics

You know the old saying, 'What doesn't get measured, doesn't get done.' Maybe it's not as well known as we think, but it packs a powerful message. Measuring the effectiveness of your organization not only tells you where you are but points you where you need to go. Waypoint supports clients in the following areas:

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

### Cost Management

Striving for continuous improvement is a great objective, as long as you know why you are doing it and what you'll get in return. Developing a clear value proposition before enacting any major initiative allows for outlining a long-term roadmap, improved prioritization and defines the end game for which success can be measured. Without knowing where you are going, how will you get there? Waypoint supports clients in the following areas:

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

## About This Service

Through our Performance Improvement service, we work with our clients to analyze current models and develop new strategies that depict how business activities support and facilitate the broader strategic objectives.

Additionally, we partner with our clients to instill change management, communication and employee engagement strategies and tactics to ensure that the workforce is well equipped and capable of managing and embracing a new way of operating.

## 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

## Contact Information

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