



Building a  
high-performing  
government

## Strategy and Operations



# Secure a Brighter Future

Success for any agency often hinges on its ability to adapt and react to business opportunities and changing market conditions. Clearly defining an agency's vision, mission and values defines your culture, way of life and the way forward.

Continually assessing your current operations against leading indicators ensures you'll be ready to tackle even the toughest challenges with ease. Do you have the right plan in place to secure a brighter future?



Schedule  
Contract GS-10F-0335U

# Strategy & Operations

Transforming operations begins with creative and groundbreaking thinking combined with disciplined follow-through. Before any change can happen, a well designed plan needs to be in place that anticipates, adapts to and manages a changing global environment and the growing needs of your agency.

By defining a clear vision, mission and strategic operational objectives, coupled with defining how products and services will be delivered, your agency can create a plan that supports business strategy and is responsive to changing market conditions.



## Solutions

### Strategic Planning

Whether it's managing one organization or a portfolio of agencies, taking the time to assess where your organization is, where it needs to go and how it will get there is the foundation for success. Waypoint supports clients in the following areas:

- Defining vision & strategic objectives
- Linking vision to measurable goals & actions
- Organizational redesign and resource allocation
- Strategic performance measurement & management

### Organizational Structuring

Aligning the organizational structure to best support executing operational objectives is a must and should never be an afterthought. Waypoint supports clients in the following areas:

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

### Government Services Transformation

Private sector companies have somewhat mastered providing products and services for their customers and in doing so, have raised the bar for government performance. Government must catch up to these customer focused companies and quickly, but how best to do it remains a challenge. Defining how to drive value to the customer is step one. Waypoint supports clients in the following areas:

- Defining management strategies & service delivery models
- Defining customer value strategies & plans
- Service delivery model implementation
- Business process redesign
- Measurements & metrics

## About This Service

Our Strategy & Operations service is focused on helping our clients drive value by aligning their mission, vision and strategic plans to proactively address issues as well as define how the agency will execute against those plans.

This service helps to integrate strategic planning with operational execution, establishes a plan of action to execute transformation initiatives and drives overall strategic performance management.

## 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.

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