



MELIORA CONSULTING

MELIORA / n. or adj. - a latin word meaning "for the pursuit of better"

Meliora Consulting guides small businesses to uncover gaps, identify opportunities, and develop practical strategies to better meet customer needs and thrive as a business.

Business Challenge:

The new leader of a department discovered the existing team of seven employees did not have the education and skills needed to move the department forward. At the time, projected industry growth was flat, yet the division needed to grow upwards of 5%.

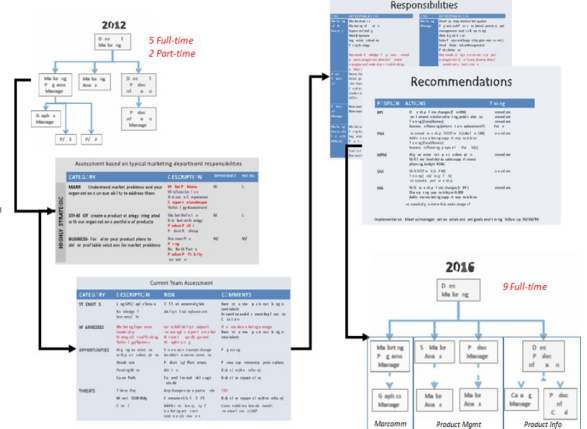
The leader had to develop a strategy that would maximize the contributions of the team, while keeping headcount and budget neutral and acknowledging the commitment to the company of employees with long tenure.

Our Approach:

Orchestrated restructuring and realignment, including process definition and improvement projects to make better use of departmental resources (money, time and talent). This included evaluation of suppliers.

- Gathered input from job descriptions, team member input and stakeholder interviews
- Analyzed roles & responsibilities, SWOT analysis, gap analysis, risk analysis
- Benchmarked and compared of best practices for similar departments
- Prioritized needs and opportunities to close gaps (talent, systems and processes)
- Developed an implementation roadmap and communication plan

Team Transformation



The Results:

- Saved nearly \$100K annually by bringing 80% of an outsourced function in-house.
- Achieved up to 95% productivity improvements with new approaches to data storage and manipulation with only a \$5K investment. This reduced time to complete some tasks from several weeks to a few hours.
- Established process to deliver routine analysis in 75% less time and with increased accuracy.
- Hired a marketing operations intern for 3 months to develop and standardize processes.
- Retained 100% of employees, even after company office relocation.
- Division exceed growth goal and grew 5.5% in a flat market.