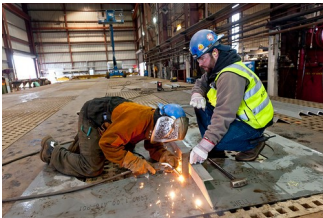


# CHARACTERSHIP LEAN CONSULTING.

## CLC

### **Success. Sustainability. Succession.**



**Charactership Lean Consulting, CLC**, offers consulting, training and analytic services. Business owners and clients who are seeking change, improvement or transformation in any process, function or system of the business will find customized success, sustainability, and succession outcomes. CLC skillfully works with clients to ensure that practices and tenets of world-class performance management become a daily reality.

#### **Sample Clients**

These examples are not intended to exclude potential clients, but simply to provide a guideline as to when to contact CLC--when better success, sustainability or succession is needed.

#### **Example 1:**

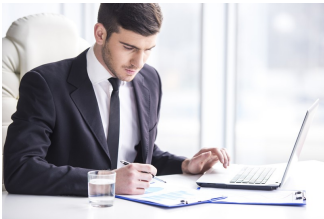
*For over thirty years, this owner has built and grown her business. She has always served as the point person for all aspects of the business and all high-level decision making. As the owner thinks about retirement, she wants to set up a succession plan to ensure continued growth, maintain a majority ownership interest, and receive ongoing residual income from net profits. This owner need success and succession planning and management.*

#### **Example 2:**

*Two owner partners are struggling as a leadership team because they can't agree on several key issues of the business. This situation is causing confusion and waste. Customers and employees are noticing that the business is in a stalemate and are getting disgruntled. These partners need success and sustainability planning and management.*

#### **Example 3:**

*A family business has been very successful because they have the right service, at the right price, at the right place and in the right quantity. Growth has been rapid, with a 10X increase in sales, net profits and employees. Because growth has been organic and somewhat surprising, there are a lack of intentional strategies, planning and management. This family needs success and sustainability planning and management.*



## Why Hire CLC?

CLC provides consulting, training and analytics for clients through a world-class performance management system that uses over 50 tools and tenets to get at enhanced paradigms/philosophies and practices/processes. All engagements are customized, based on client needs and all conclusions are driven by data and analysis of the business. Typical areas of CLC focus are: Business/Organizational Planning and Management, Critical/Essential Processes Improvements, Human System Development, Technology Deployment, Culture and Strategic Alignment, Quality Product/Service Control/Delivery, and Problem-Solving/Learning Organization Ability/Agility. The desired client outcome for CLC is to ensure quality solutions that are deeply co-owned by the client and the client's employees.

## What Are Typical CLC Services?

There are many possible organizational needs that clients have. Typical CLC Services are provided below.

Business System	Business Processes
<b>Mission, Vision, Strategic Plan, Goals, Benchmarks</b>	Strategic Planning and Management Vision Casting Metric-Driven, KPI-Driven Power Goals Benchmarking and Trend Analysis
<b>Entire Product, Service Lifecycle</b>	Product, Service Design to Delivery Customer Support Product, Service Quality and Value
<b>All Business Functions</b>	Marketing, Customer Acquisition, Sales Enabling Technology, Technology Management HR, Onboarding, Employee Development, Offboarding Accounting Maintenance, Facility Management, Custodial
<b>All Business Contexts</b>	Culture, Leadership, Teamwork, Communication, Creativity Competition, Market Leadership Risks/Rewards Customer (Internal & External) Interfaces Compliance, Policy Management

CLC looks forward to speaking with you about your **specific** business needs. **Call or email for a free consultation.**

## CLC

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