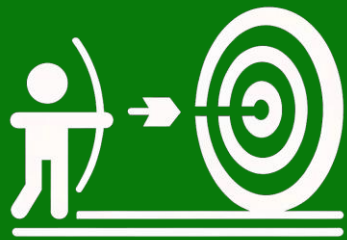


# LEADING IMPROVEMENT

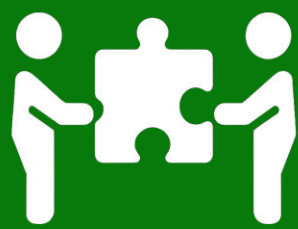
LET SAGETAILED HELP WITH A FACILITATED SESSION

## Goal Alignment



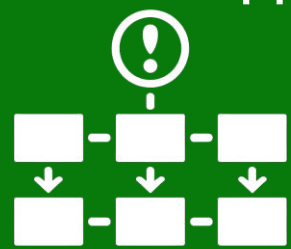
In a 4-hour session, your leaders will agree upon goals, measures, and priorities for the upcoming year. Align on what is most important at any organizational level.

## Operational Design



In this three-day workshop, participants redesign or establish new operational methods. They collaboratively agree on workflow improvements and strategies then present these plans to the executive sponsor.

## Process Mapping



Discover the real workings of your process. This service helps the 'process owner' create a visual map detailing critical aspects such as wait times, inventory, and process waste, laying a foundation for improvement.

## Project Scoping



Not a professional project manager? No problem. This service helps your project leader to define objectives, create a project plan, and gain buy-in. Effective scoping doubles your project's likelihood of success!

## Performance Metrics



Having difficulty measuring performance? This 1/2-day session establishes and aligns your team on essential metrics and performance targets to track service, quality, cost efficiency, and customer satisfaction.

## Wild Card



Uncertain about the issue? Opt for our Wild Card offering—it's completely free! Just call Joe for a lively, no-obligation discussion. Explore your ideas, gain fresh perspectives, and enjoy the process along the way.



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ADVISORS

No issue is too small and there is absolutely no obligation. Call Joe Rak at (216) 312-6180 , email [joerak@sagetail.com](mailto:joerak@sagetail.com), or [Book time here](#)