



Social & Technical Interaction

A decorative graphic on the left side of the slide, consisting of overlapping colored squares (purple, yellow, blue) and a grey crosshair.

SatiStar Mission

To experience the joy of helping
our clients excel at what they do



Platform For Excelling

- Strategic
 - Executive freedom & stewardship
- Management
 - Empowerment & Accountability
- Operational
 - Efficient and effective throughput processes
- Control systems (IT)
 - Delivering reliable & timely information



Executive: Freedom

- Effective leadership
 - To excel at creating or growing a profitable business
- Effective Stewardship
 - Alignment of organization to strategy
 - Adherence to strategic intent
 - Single system
 - Client centric
 - Effective administration
 - Managed pace
- Take the “management monkey” off your back



Management: Empowerment

- Excellent management practices
 - Coherent and consistent policy deployment
 - Identified and aligned KPI's
 - Closed loop practices
 - Customer focus
 - Clean business processes
 - Cost control
 - Competitive advantage
- Put an end to “management by firefighting”



Operations: Managed Pace

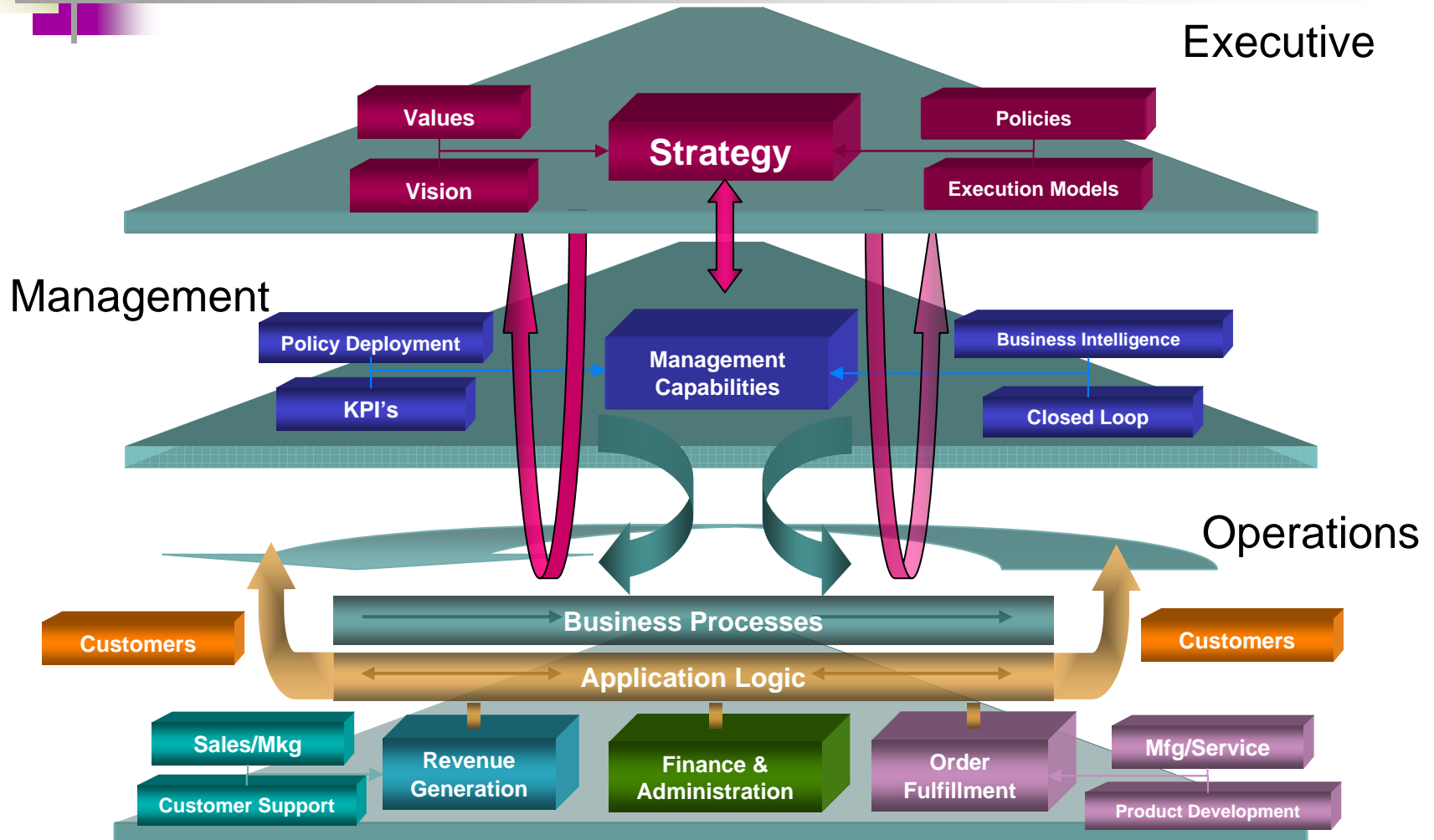
- Efficient and effective throughput processes
- Alignments:
 - Revenue generation
 - Sales, marketing, customer support
 - Order fulfillment
 - Mfg/service delivery, product development, logistics, maintenance, product development, quality
 - Administration
 - Procurement, facilities, environment, billing & collection, payroll
- A hassle free work environment



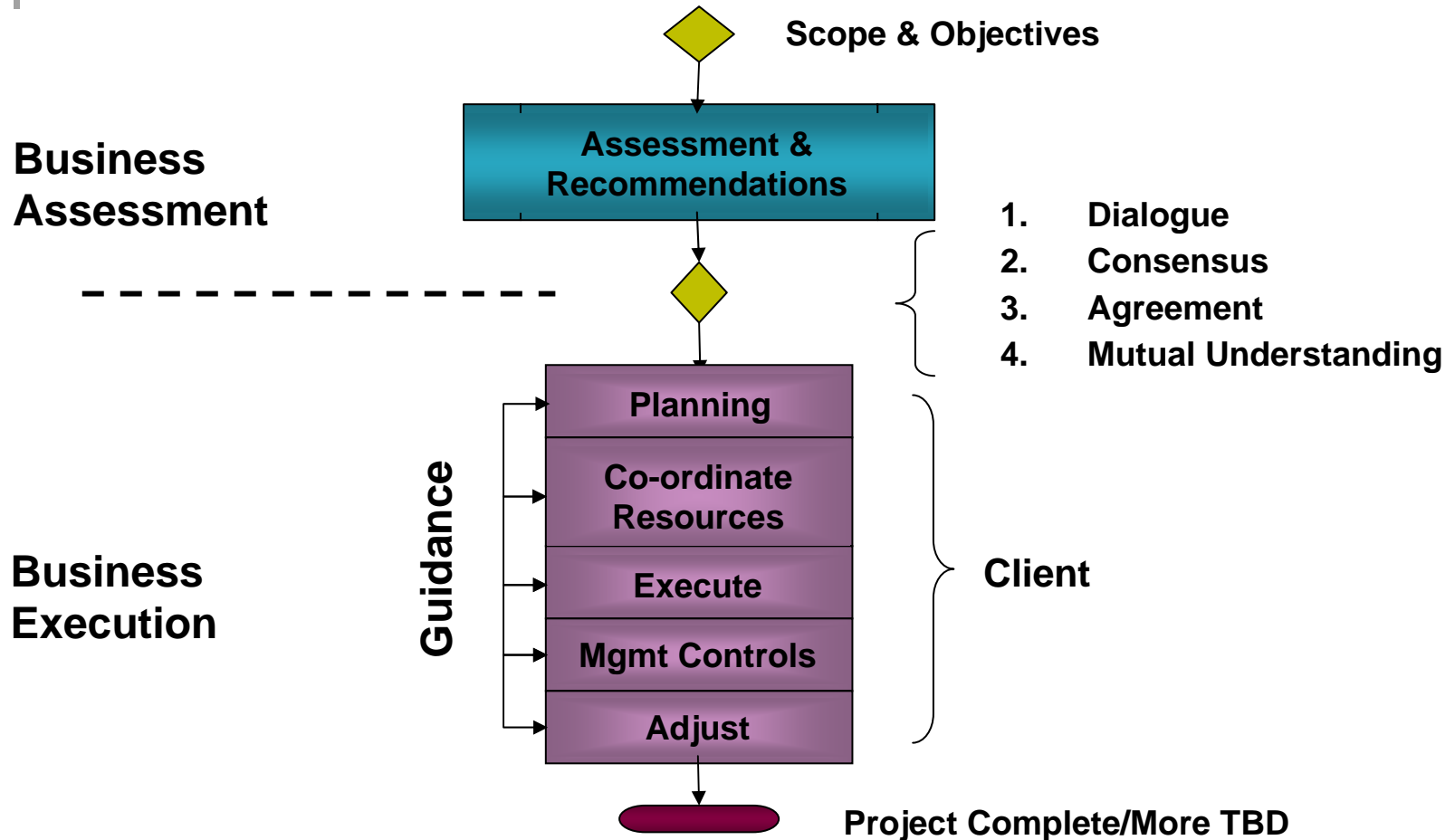
Control Systems

- Financial and Administrative excellence
- Effective information technologies
 - Alignment between
 - Application logic, operational processes, management check systems, and strategic measures
 - Data collection, KPI's, reporting systems
 - “Single system image” of information supporting the enterprise
- Reliable & timely measurement capabilities
 - Look like heroes

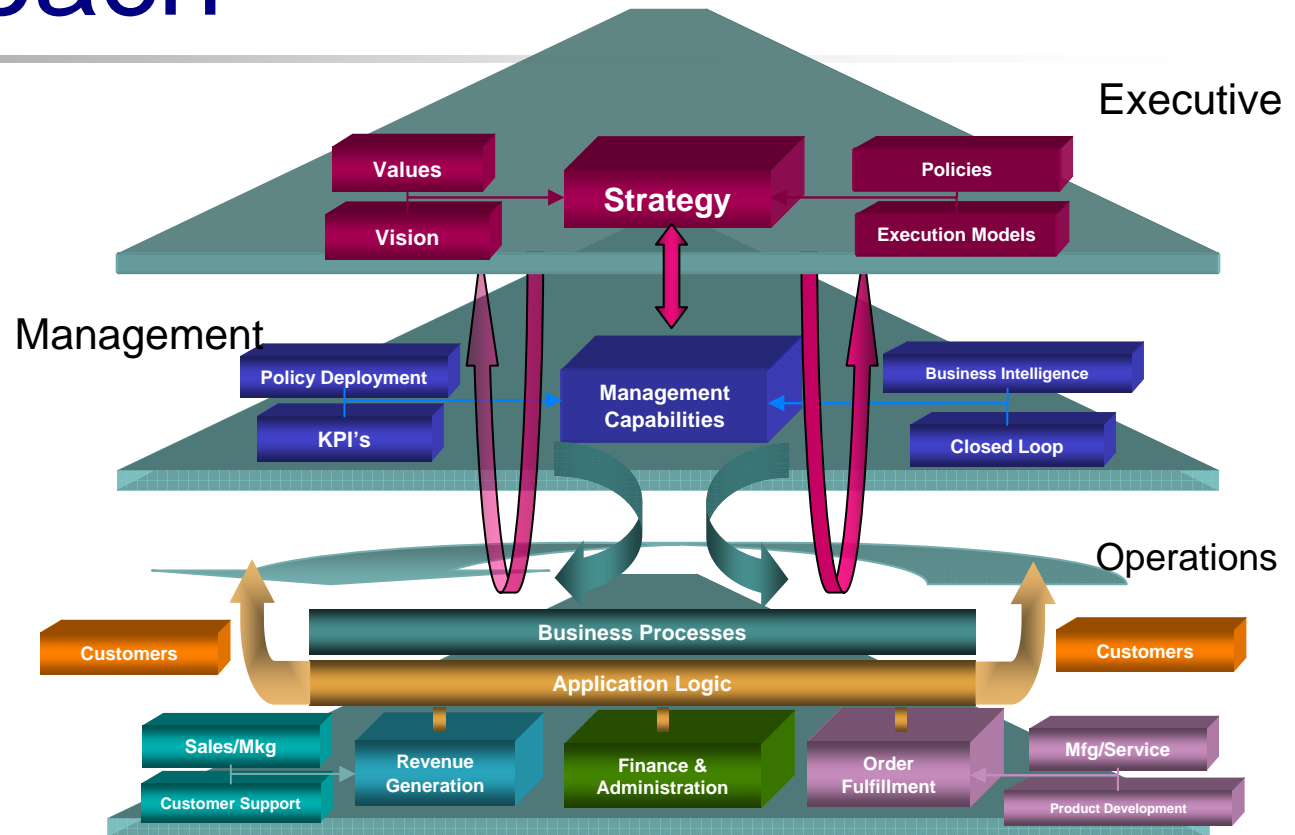
Business Model



Methodology



Approach



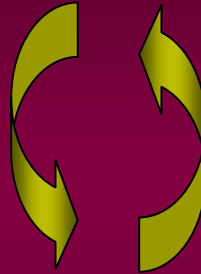
We look for:

- Practice area improvement opportunities
- Systemic impacts that benefit the organization

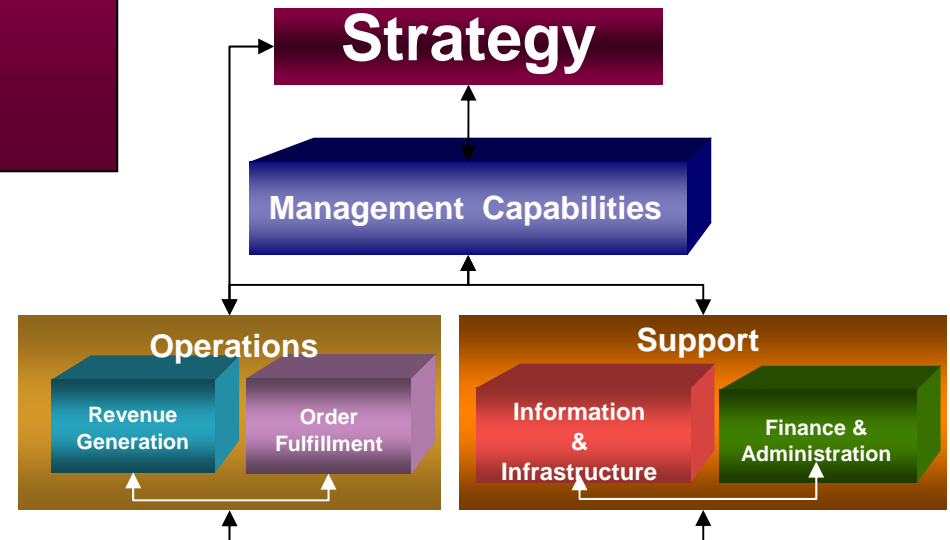
Strategy

Strategy

- Values
- Vision
- Policies
- Performance Criteria
- Execution



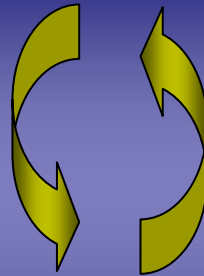
Process
Efficiencies



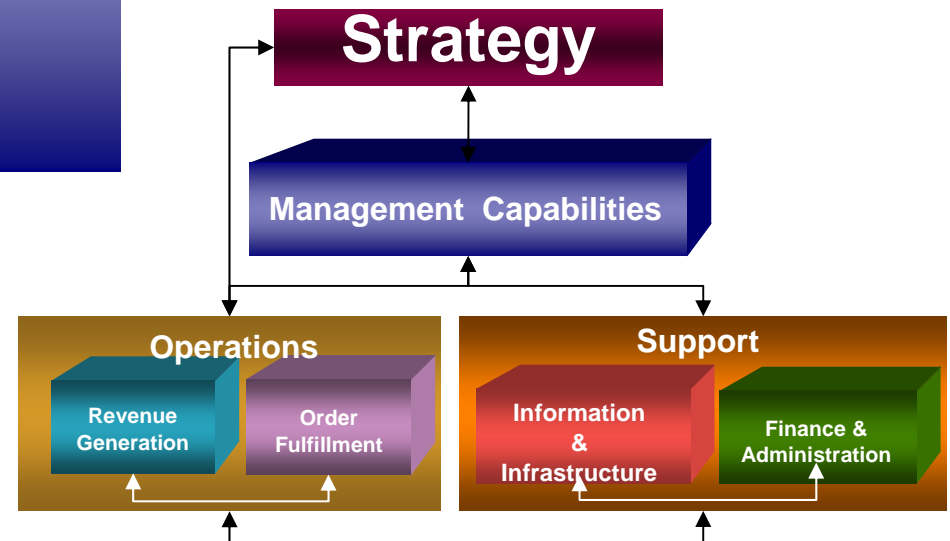
Management Practice

Management Practice

- Policy Practices
- Check Systems
- Business Intelligence
- Key Performance Indicators
- Quality Assurance



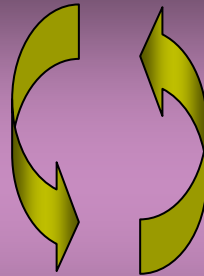
Process
Efficiencies



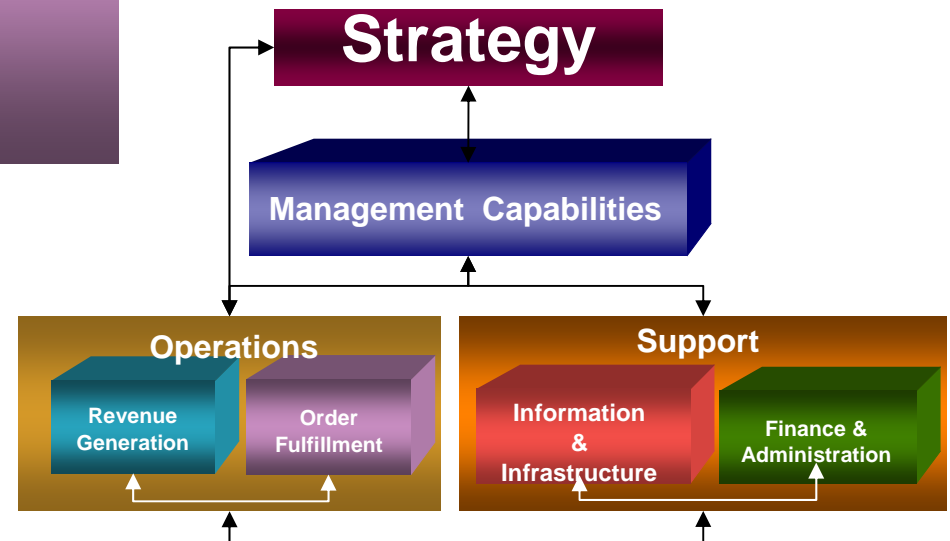
Order Fulfillment

Order Fulfillment

- Manufacturing
- Service Delivery
- Logistics
- Materials Management
- Product Development
- Design & Engineering



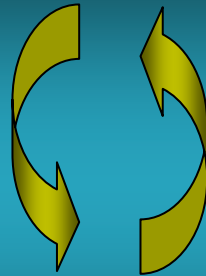
Process
Efficiencies



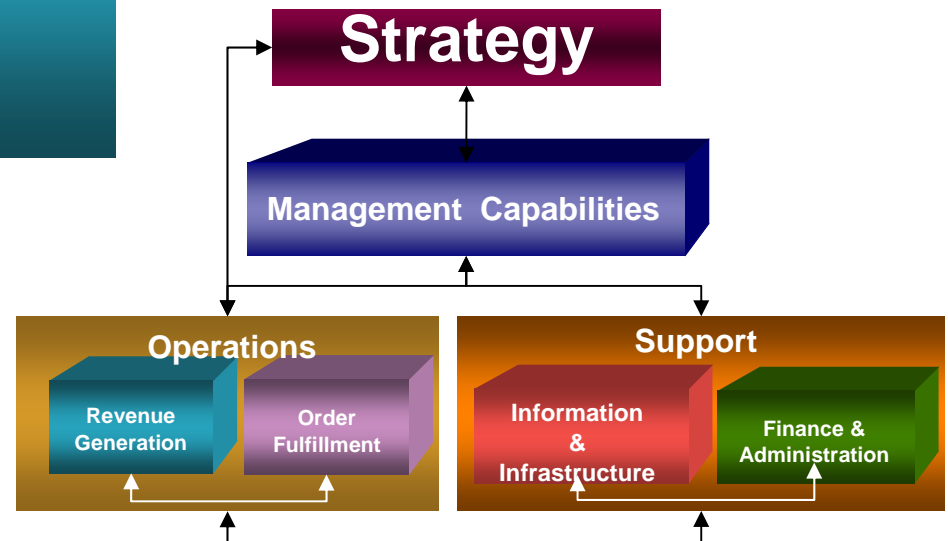
Revenue Generation

Revenue Generation

- Sales
- Marketing
- Communications
- Customer Relations
- Customer Support



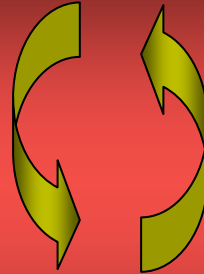
Process
Efficiencies



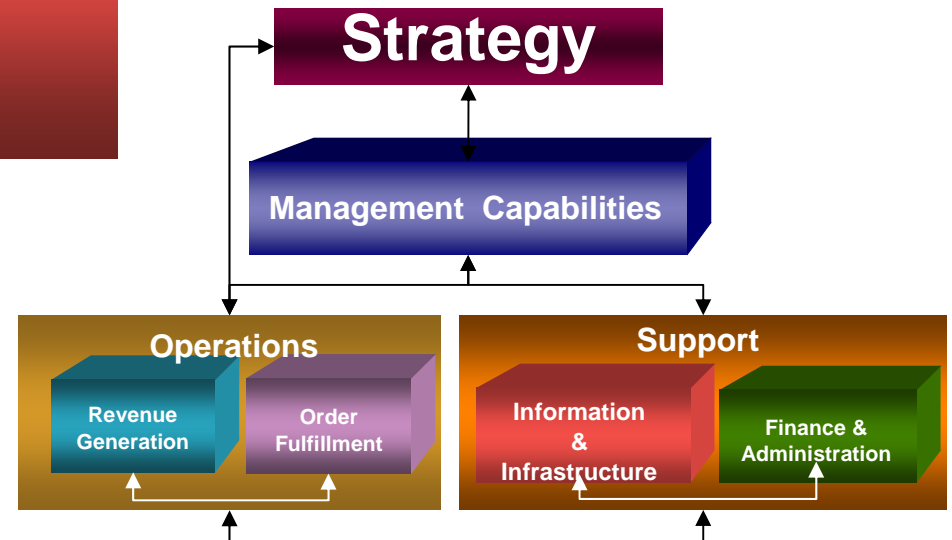
Information & Infrastructure

Information & Infrastructure

- Information Systems
- Telecommunications
- Reporting Systems
- Facilities
- Enterprise Resource Planning
- Customer Relationship Management



Process
Efficiencies



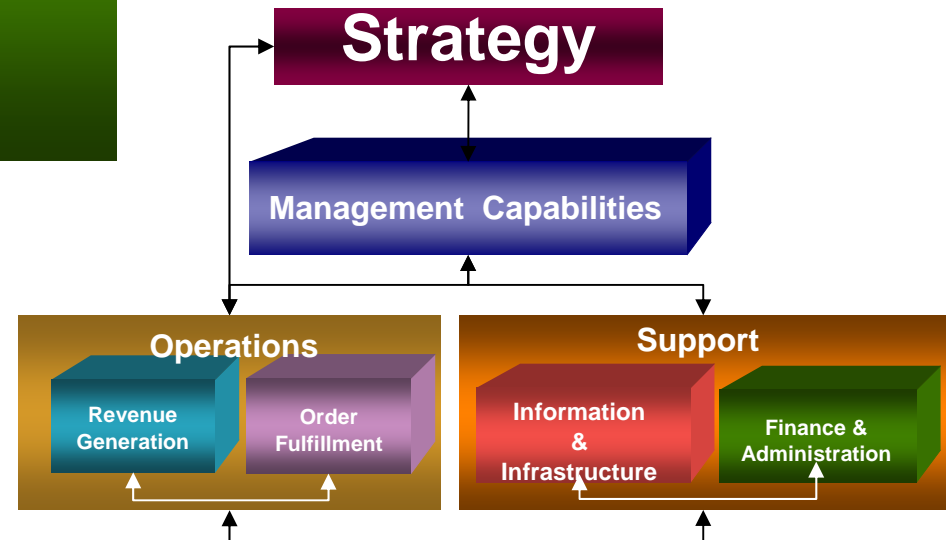
Administration

Administrative Systems

- Measurement Systems
- Control Systems
- Financial Controls
- Human Resources
- Policy Systems

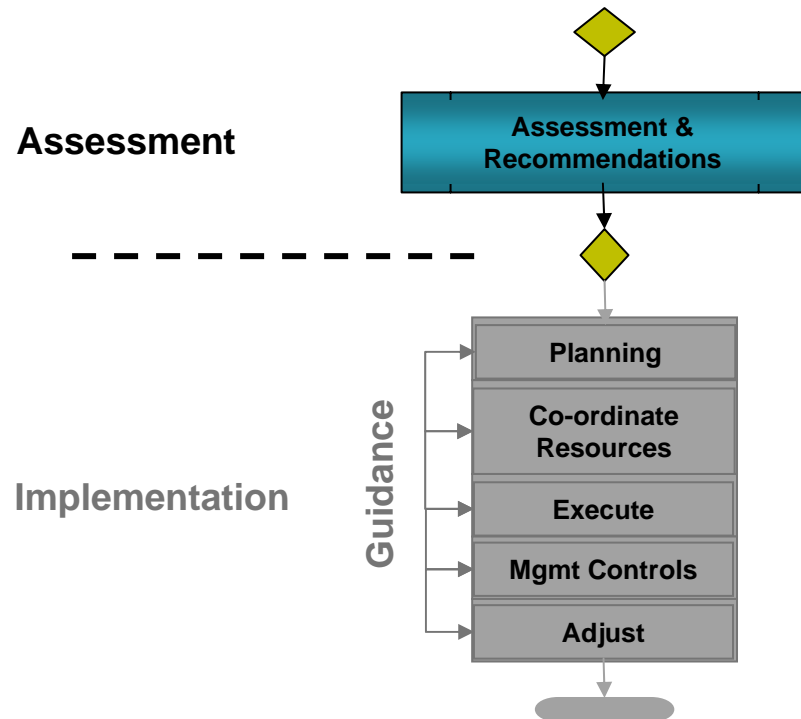


Process
Efficiencies

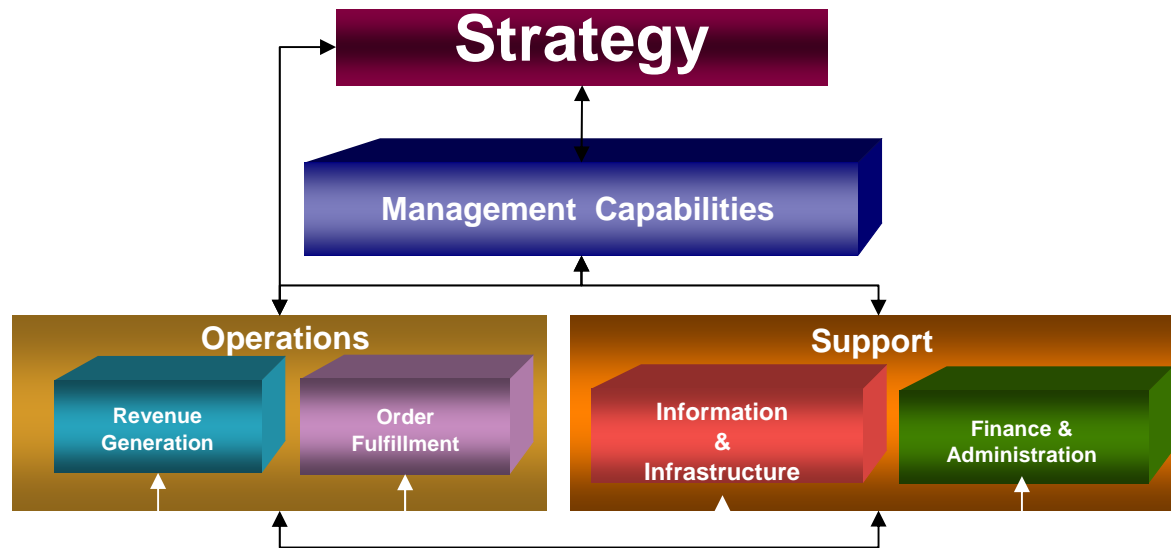


SatiStar Methodology

Business Assessment



Business Assessment



The Assessment looks for opportunities to improve enterprise performance:

- Performance improvements in each practice area
- Synergy between processes and functions



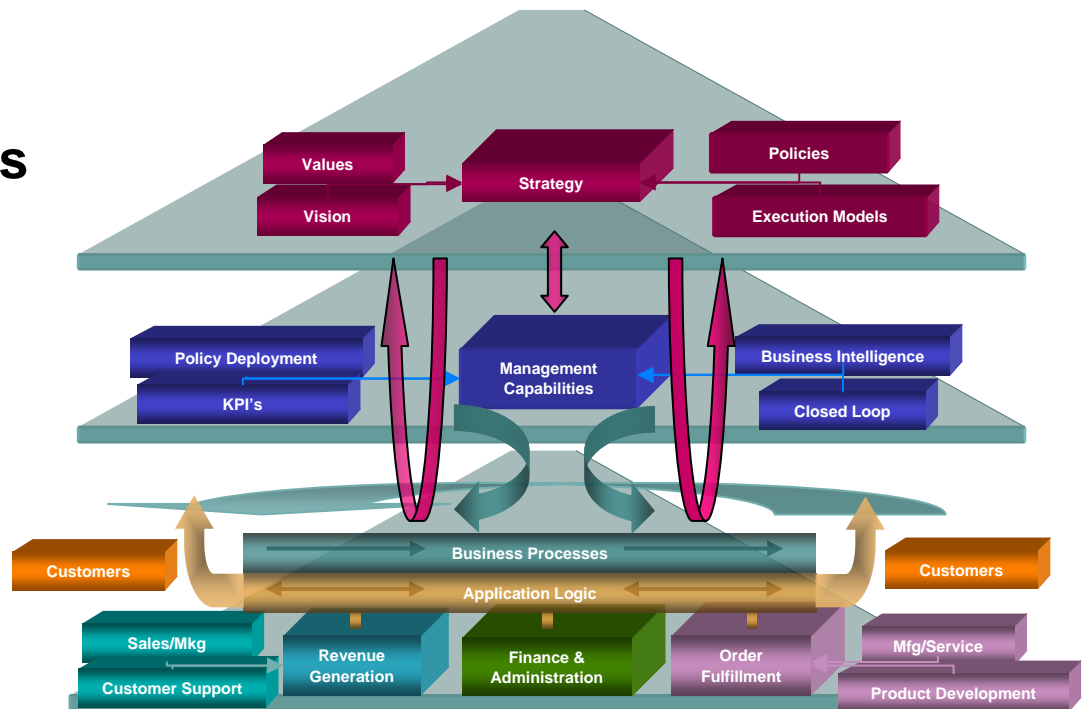
Assessment Methodology

- We use only senior consultants to assess each practice area
- We gather data on processes & capabilities in each practice area
- We meet as a group to discuss findings and propose recommendations
- We present the findings and recommendations in presentation/discussion format
- Client reviews assessment results and provides feedback to SatiStar
- Client & SatiStar decide on implementation and requirements

A Multi-Dimensional Approach

Structured comprehensive approach

- Process flows
- Management capabilities
- Measurement systems
- Gap analysis
- Culture
- IT architecture
- Quality



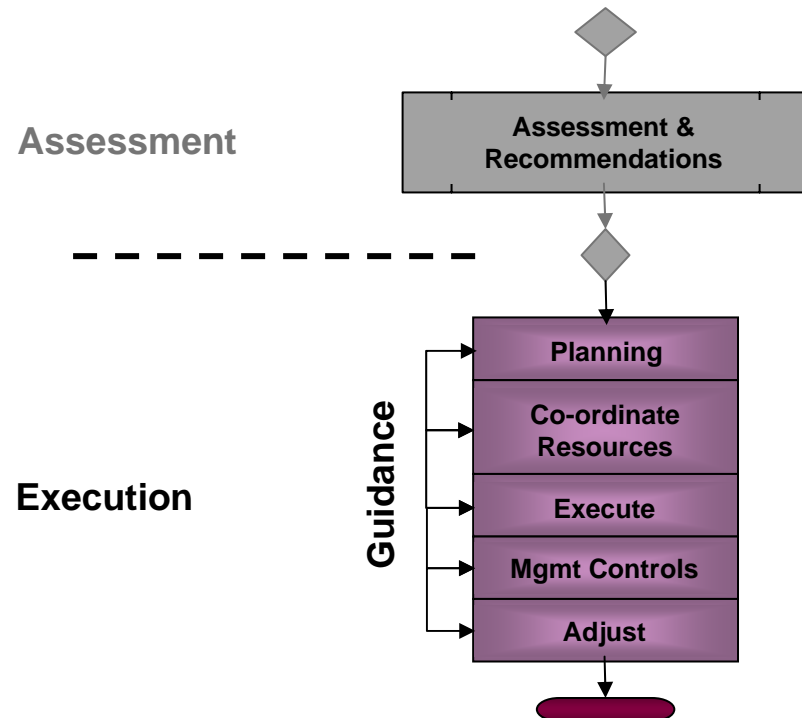


Assessment Deliverables

- Alignment of all practice areas with the strategic intent of the company
- Opportunities for process improvements within and between practice areas
- Efficient finance & administration
- Effective “closed loop” policy & management capabilities
- Alignment between information systems and the business processes and the management controls technology supports

SatiStar Methodology

Business
Execution

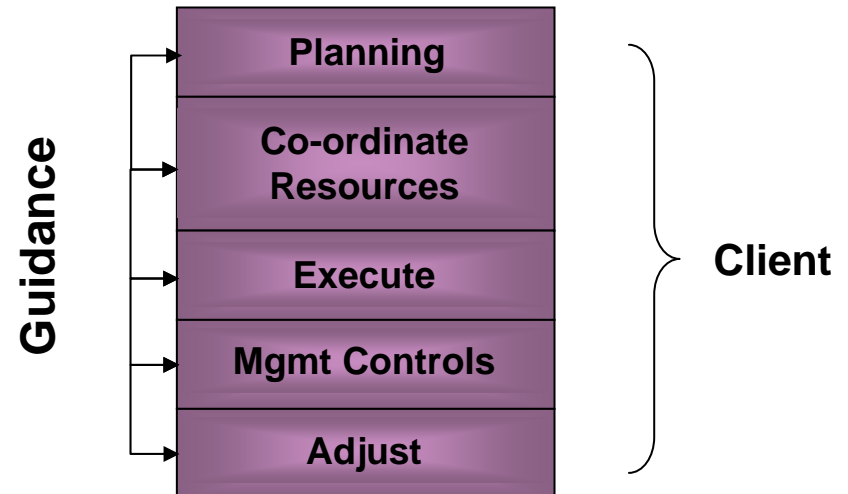




Implementation Approach

Comprehensive improvements that stick

- **Guiding**
- **Planning**
- **Coaching**
- **Training**
- **Documenting**
- **Measuring**
- **Assessing**

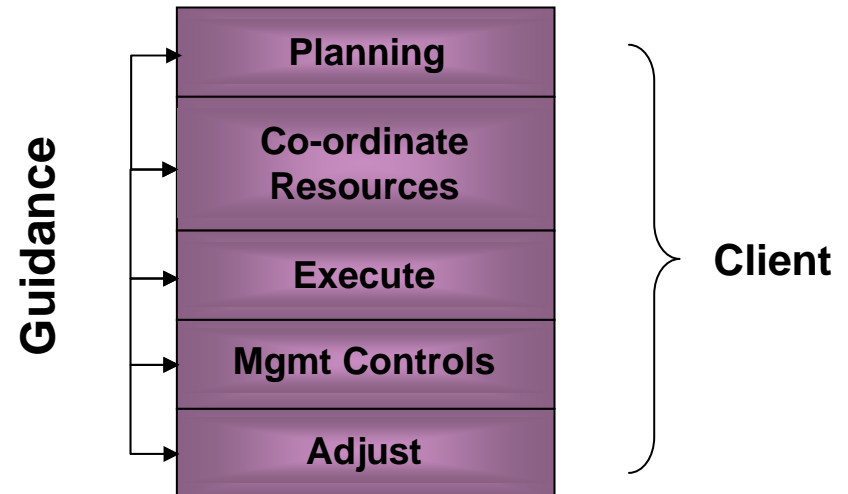




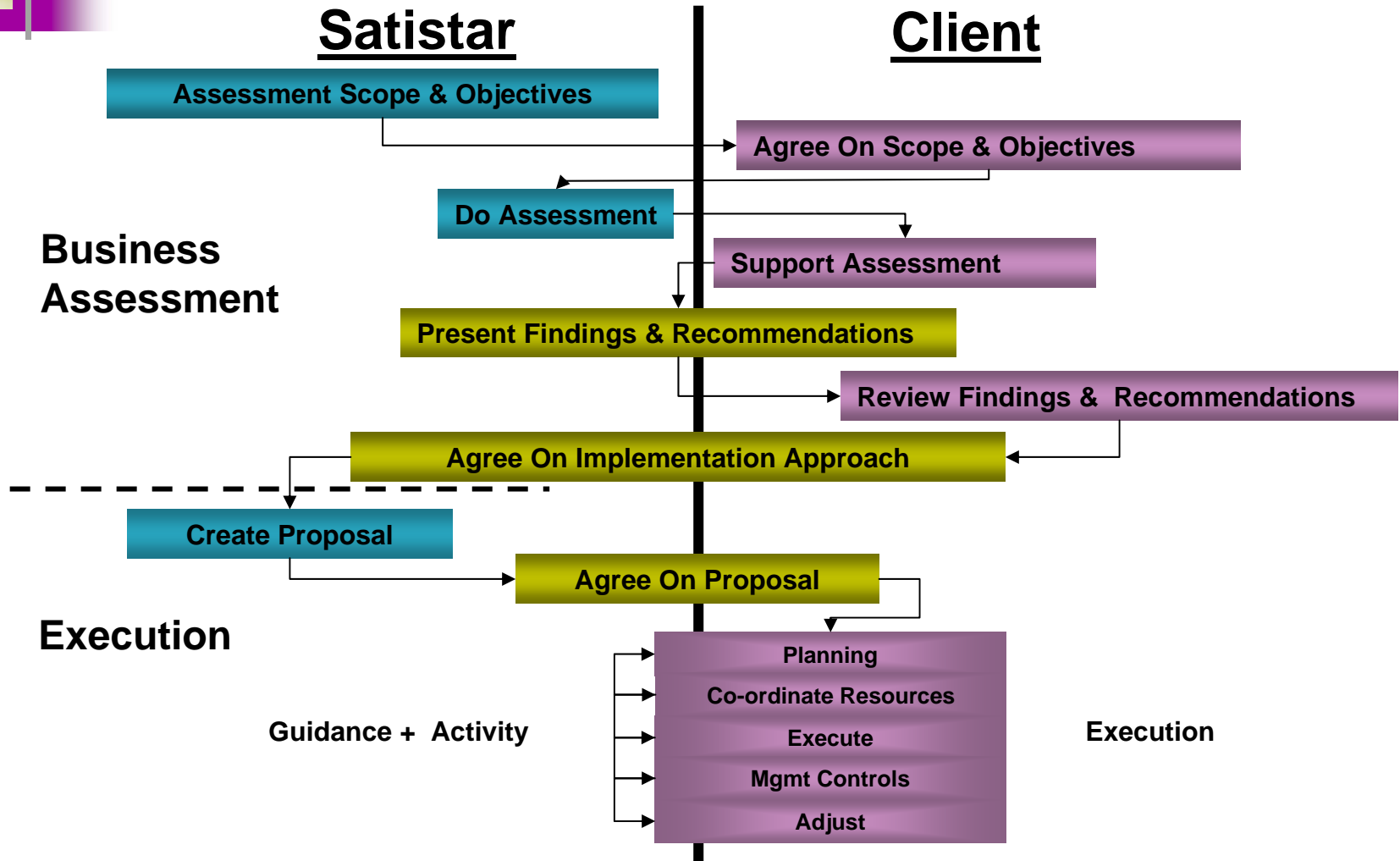
Implementation Deliverables

Structured comprehensive deliverables

- Culture change
- Knowledge transfer
- Skills transfer
- Vision/Policy execution
- Process improvements
- Information support
- Quality improvement
- Measurable ROI



Approach to Responsibilities



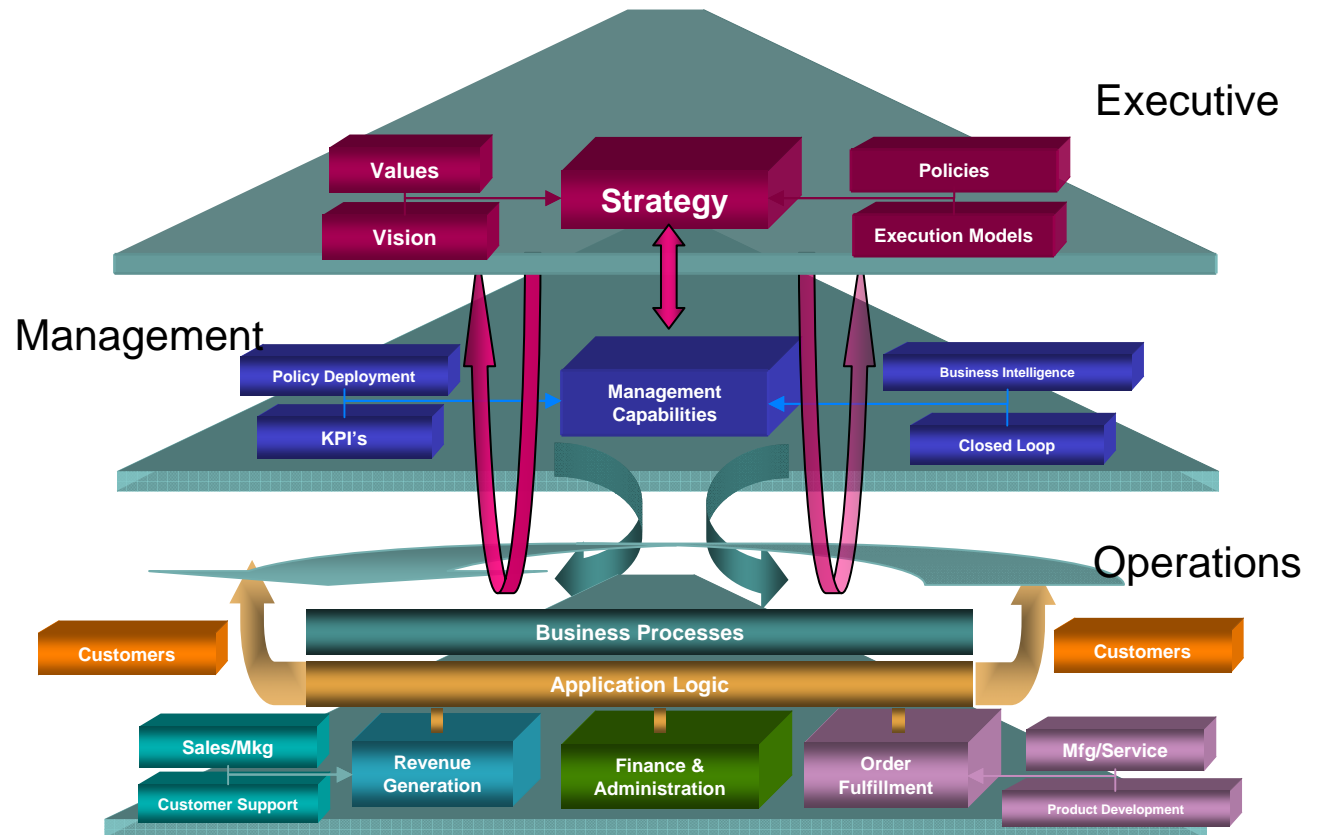


SatiStar Execution

- Business Assessment
- Client intimacy
- Cycle time
- Excellence
- Cost reduction
- Quality improvement
- Culture change
- Planning
- Informating
- Organizational Alignment
- Information Management
- Early Warning System
- Business Financing

Social And Technical Integration

Thank You



Analysis

