

## **Operations Assessments**

Our staff has a solid track record in providing independent operations assessments of organizations and facilities. We are experienced in performing reviews of facilities to assess the quality of operations, recommending facility and programmatic improvements, and developing recommended paths for improving process dependability and reliability. Our programmatic approach employs our proven P3 (people, processes, and product) methodology that is recognized for its thoroughness and completeness.

In support of programmatic improvements and developing recommended improvement paths, we have designed, developed, and implemented user tools to assist with improving process dependability and reliability. Using commercially available database applications, we have developed several databases to assist with telecom network configuration record keeping; billing receipt, tracking, and processing; work ticket creation and closeout; and fleet (vehicle) assignment by region and garage.

