

## Coaching/Consulting Services for Service Companies



*The Kentucky Center for Performance Excellence Service Company Coaching/Consulting Services (KyCPE – SCS) helps Kentucky service companies improve their operational and financial performance, create opportunities for innovation, and improve customer and workforce outcomes through customized, comprehensive coaching/consulting services based on the Baldrige Excellence Framework.*

### Six Step Coaching/Consulting Process

- Financial Benchmarking
- Operations Review
- Report of Findings and Recommendations
- Development of Prioritized Plan for Improvement
- Provide Professional Resources
- Tracking Journey to Success



### Business Assessment

*During the Financial Benchmarking and Operational Review, there may be seven Organizational Areas and nine Functional Areas evaluated (depending upon expressed needs)*

- **Organizational Areas (based on the Baldrige Excellence Framework)**
  - Leadership, Strategy, Customers, Measurement / Analysis / Knowledge Management, Workforce, Operations, and Results
- **Functional Areas (Based on the Principles and Key Elements for Success)**
  - Workforce Engagement, Customer Satisfaction, Customer Outcomes, Facilities Management, Financial Processes, Finding-Onboarding-Retaining the Workforce, Marketing, Technology, and Procurement.

### Professional Coaches/Consultants

**KyCPE has a network of professional coaches/consultants who have helped Businesses achieve success. Some of the areas in which they have worked successful with clients are as follows:**



Organizational, Operational, and Financial Assessments  
Strategic Plan Development, Implementation, and Management  
Operational and Financial Improvements  
Costs Analysis and Cost Reduction Strategies  
Workforce Engagement and Retention  
Business Process Alignment  
Performance Turnarounds