



Arpin Consulting

Business Process Management Consulting

*Improving business and problem solving for
quantified, immediate results*

A new low cost, holistic business consulting approach

[Mission and Vision]

- Provide real, specific help and results to significantly improve:
 - **Operations**
 - Streamline processes
 - Optimize staff
 - Improve productivity
 - Reduce risks
 - Comply with regulations
 - **Profitability**
 - Reduce costs
 - Increase sales
 - **Customer satisfaction**
 - Reduce complaints
 - Simplify follow through

*Flexible, adaptable for any client
Little or no risk – nothing to lose
Easily identified value and understanding
Clear, unbiased direction and advice
Rapid, cost effective results*

Helping clients help their customers and employees, while improving profitability.

[Working With New Clients]

- Initial Client Meeting
 - Discuss client problems / objectives
 - Provide advice, ideas, and actionable recommendations
 - 1 to 3 hours; no charge to client
 - Client decision on next steps

- Consulting Project Proposal
 - Specific objectives, actions, and plan
 - Estimated results and value
 - Client decision

- Consulting Project
 - Based on client-specific needs
 - Focused on quantifiable results in shortest time

[Initial Client Meeting]

- Prerequisites:
 - A business person has a business problem or need, and is not sure where to turn for help and practical, experienced advice, for quick and cost effective results
 - They need and want some kind of real help, **now**
 - They are willing to commit to doing something; taking some kind of follow up action to fix their problem – themselves or with someone else
 - Schedule a time to meet
- Meeting activities:
 - Discuss their problems/needs
 - Provide advice, experience, and alternatives
 - Recommend potential solutions and specific actions
- Desired outcome:
 - Client has a better understanding of options, alternatives, and ideas to solve their problems and achieve objectives
 - Client has specific ideas and actions to improve their business

[Consulting Project Proposal]

- Detailed, written proposal to specifically address client needs
 - Objectives, actions, plan
 - Scope, statement of work, and deliverables
 - Estimated results and value
 - Customized fee structure: fixed fee, time and material, or percent of results



Consulting Project Example

- Business strategy review
- Holistic situational analysis
- Specific problem root cause analysis
- Solutions and recommendations
- Quantify expected results
- Plan of specific actions to achieve objectives, solve problems, and generate results

Example Project Plan	Business days																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Weeks	1					2					3					4				
Strategy Review and Discovery																				
Kickoff and strategy review	▲																			
Information gathering and observation	▲			▲																
Process documentation		▲																		
Findings and review			▲				▲													
Analysis and Synthesis																				
Analyze processes and information		▲					▲													
Create preliminary recommendations				▲					▲											
Estimate / quantify benefits				▲					▲											
Solutions and Recommendations																				
Develop and prioritize solutions							▲				▲									
Match recommendations to needs									▲					▲						
Conduct preliminary review ("yellow pad")																			▲	
Solution Plan Refinement																				
Revise recommendations and plan														▲			▲			
Finalize all documentation														▲				▲		
Final delivery																				▲

[Rapid Holistic* Approach]

- Review business and personal objectives
- Identify and understand the current issues, problems (root causes), and opportunities
- Identify new opportunities and potential risks
- Specific recommended improvements
- Quantification – what you could really achieve in hard numbers (time and money)

This approach can be applied in a few hours for some initial results. And then, continued as needed or desired, iteratively.

***Holistic definition:** Emphasizing the importance of the whole business and the interdependence of its parts. Most consultancies or services focus on “pieces” of your business or their own narrow expertise.

Differentiators

- Customized to your unique company and personal situation and limitations
 - Size and finances
 - Your unique products and services
- The holistic approach
 - A holistic view of the business, industry, and operations
 - Not just focused in one particular specialization or area of expertise
 - An overall roadmap to achieve your objectives
 - An immediate plan to realize quantifiable results in the shortest timeframe
 - Factor in constraints or limitations
 - Find opportunities and ways to self-fund improvements in different areas to achieve your objectives

[Coordinated]

- Consulting is coordinated and complimentary with other services you may be using, such as:
 - Attorneys, accountants, attorneys, technical support (e.g., computer, website, email, networking), sales and marketing, etc.
- To optimize the overall value to your business and situation

Experience – Ray Arpin

- 30 years of significant, quantified results and experience in client consulting from small start-ups to Fortune 10 and Global 2000 organizations in a wide variety of industries and segments
- Provided recommendations and solid business advice for results to top executives in small and global companies, such as GM, GE, IBM, Ingersoll-Rand, Raytheon, Department of Defense, Merck Pharmaceuticals, State Street Bank, EMC, Timex, northAmerican Van Lines, Emery Worldwide Airfreight
- Practical use and application of high quality professional and academic training – such as MBA; Executive-level business; special technical, sales and marketing, facilitation, business process improvement
- Teaching and training – colleges and universities; customized training for clients, executives, and employees; professional presentations

[Major Strengths]

- Overall business knowledge, acumen, and expertise in ALL business functions and operations – how to start, run, and grow a business most effectively for results (overall, big picture view)
- Ability to quickly determine specific business problems and opportunities, and recommend quantified improvements
- Business process improvements to generate consistent, bottom-line results

Consulting Experience / Expertise

Projects and solutions have involved the following

<ul style="list-style-type: none"> Account management Activity-based costing/mgt (ABC/M) Balanced scorecard Benchmarking (formal and informal) Board-level strategic consulting/advisory Brand strategy Business development Business process management (BPM) Business process reengineering (BPR) Business transformation Centers of Excellence Change management Channel / Partner management Channel management (alliances/partners) Competitive landscaping/analysis Computer Integrated Manufacturing (CIM) Computer-Aided Design (CAD) Computer-Aided Engineering (CAE) Computer-Aided Manufacturing (CAM) Consultative selling methodology Continuous process improvement (CPI) Customer listening systems Customer loyalty 	<ul style="list-style-type: none"> Customer satisfaction improvement Cycle time reductions Decision analysis Design for manufacture/assembly (DFM/A) Design of experiments (DOE) Executive competency profiling Facilitation and mentoring Human resources management Integrated product development (IPD) ISO/QS 9000 Lean processes / manufacturing Malcolm Baldrige award Market research & surveys Marketing communications/positioning Marketing, strategy & planning (classic) Mergers, acquisitions, and divestitures Organization skills assessments Organizational assessments Organizational dynamics Process mapping Product data management (PDM) Product Lifecycle Management (PLM) Productivity improvement 	<ul style="list-style-type: none"> Program management Project management Quality circles Quality function deployment (QFD) Quantitative assessments Reengineering, redesign Regulatory compliance Risk assessment (business/legal) Sales and marketing Sales strategy & process Security Six-Sigma; Lean Solution selling Staffing, recruiting, hiring, on-boarding Strategic business planning Strategic IT planning Strategy development Taguchi methods Teamwork/Team building Theory of constraints (Goldratt) Total quality management (TQM+) Training (developed; delivered) Web / Internet strategies
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IT Experience / Expertise

Information technology (IT) projects have involved the following

- Application development
- Application portfolio analysis
- Artificial intelligent; expert systems
- Automated sales/marketing
- Business and IT alignment
- Business continuity planning
- Business process management suites
- Business process modeling
- CAD/CAM/CAE/CIM
- Customer relations
- Customer relations management (CRM)
- Customer service
- Data centers
- Data recover
- Data warehousing, mining
- Document management
- Documentation development
- E-commerce
- ERP/MRP/MES
- e-Strategy

- Groupware/Videoconferencing
- Help desk
- Infrastructure analysis / upgrades
- Internet use/applications
- IT architecture
- IT assessment
- IT management processes
- IT standards
- Project/program management
- Migration planning
- Network architecture and planning
- Order entry/processing
- Organization assessment
- Outsourcing / offshore IT services
- Point of sale systems
- Product and service commercialization
- Product data management (PDM)
- Product lifecycle management (PLM)
- Product management
- Quality assurance / testing

- Rapid application development (RAD)
- Risk analysis and mitigation
- Sales force automation (SFA)
- Search engine optimization (SEO)
- Security
- Security
- Server centers
- Shop floor systems
- Simulation
- Sourcing consulting
- Strategic IT planning
- System development life cycle (SDLC)
- System integration
- Training
- Vendor negotiation
- Vendor relations; management
- Voice recognition and transcription
- Use case development
- Web hosting
- Web site/page design

All specifically focused on the business goals and objectives, improving operations, and solving real business problems in the near term.

Industry and Segment Experience

Academia (college and university)
Aerospace & Defense
Automotive (major and suppliers)
Biotech
Communications
Computer HW & SW
Consulting
Consumer Products
Energy
Financial
Fitness
Food
Government
(federal, state, local, international)
Healthcare
High Tech

Hospitality
Insurance
Information Technology
Manufacturing
Medical devices
Offshore services
Petrochemical
Pharmaceuticals
Professional Services
Real Estate
Retail
Schools
Specialty chemicals
Telecommunications
Transportation (trucking, airfreight)
Utilities

Contact Information

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