



Transforming Leadership
Linking people, strategy, operations & execution

Your people are the experts at your business - but are they the experts at changing your business?

Navigator has a simple philosophy: Your people are the experts at your business. The only solutions they will support are the ones they develop for themselves. While they may know what to do, however, they may still struggle with doing.

Navigator offers specific expertise in strategy, process, information systems, and execution. Our real competency however, is overcoming the people, politics, process, and planning of change. We are mediators and project managers moving across the organization, providing focus, facilitation, and forward progress.

How are we different? Simply, we have earned a reputation for getting it done where others have failed.

Our Mission

Navigator Consulting Services helps committed leaders develop the organizational discipline for continuous improvement, and the culture in which it can thrive.

Combining tools such as Activity Based Costing & Management, the Balanced Scorecard and Six Sigma, we create environments of visibility and accountability, and enable better decision making.

Linking people, strategy, operations and execution, we help companies address immediate pain points, improve processes and customer satisfaction, implement technology, and develop sustainable skills to build value.

Navigator's START Methodology



Navigator has developed a common-sense methodology called START, an acronym describing five perspectives of the organization:

STRATEGIC INTENT

Where are you now? Where do you intend to go? How will you get there? Have you defined the shared vision that overrides individual interests? What is the burning platform that makes the nest no longer safe?

TARGETED CUSTOMERS & SERVICES

Achieving strategy is based on the way you manage your internal and external customers. What are their requirements? How well are you meeting them? Is the organization structured appropriately?

ALIGNED PROCESSES

Business processes allow you to deliver goods and services to your customers. Are they lean, efficient, effective and defect free?

REPORTING & MEASUREMENT

Through relevant measures you are able to benchmark and report progress at the macro and micro levels. Are analytics and fact-based decision making among your core competencies?

TECHNOLOGY

The perspectives above define your technology requirements. By considering them you identify gaps, understand how to get more from existing systems, and can estimate the cost/benefit of new investments.

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Navigator's START Methodology (continued)



The Value of Pain Points

People rarely identify with a three to five year strategy. They do identify with pain points.

Using the START methodology, we identify and tackle immediate challenges. This generates support across organizational lines, delivers early wins, funds larger initiatives and develops the organizational discipline to execute after Navigator is gone.

Continuous Improvement

While Navigator begins with immediate pain points to generate early wins, our objective is to leave in place the organizational discipline for continuous improvement. Elements include:

- **LEADERSHIP** - Staffing Key Roles
- **STRATEGY** – Scoping and resourcing major initiatives and underlying sub-initiatives
- **STRUCTURE** – Measurement, reporting, project planning and team commissioning
- **EXECUTION** – Project management
- **ENDURANCE** – Anchoring wins and driving further gains

Transforming Leadership

Navigator team members average over 20 years of business and technology experience. All have held senior positions and are capable executive coaches.

Core Values

- Projects will be self-funding
- Solve immediate pain points and leave in place a structure for continuous improvement
- The greatest breakthroughs are in human performance
- Create an environment of visibility and accountability
- Grow the performers
- Address negative performance
- We are only as successful as our customer is successful
- Demonstrate integrity in all our business dealings

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Notable Clients & Projects

Ahold

- Ahold Financial Services - Activity Based Costing / Management
- MAC Risk Management – ABC/M, reorganization of the leadership team
- Giant of Carlisle / Tops – Merged accounting departments
- Royal Ahold – Various retail technologies on a global scale

Apple Computer

- Implemented their “track-and-trace” shipping system

Pan American Life Insurance

- Implemented four call centers within Central and South America, linking data back to the USA

Southern US Trade Association

- Researched 15 emerging international markets for agricultural products. Worked with the USDA to develop supply chain relationships



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