

## Business Advisory & Management Services

### Strategic Operational Support

- Operational Design and Strategy
- Development and Implementation of New Operational Capabilities
- Call Center and Contact Operations Development and Enhancement
- Staff Evaluation, Development and Leadership

### Transformation & Cost Savings

- Transformation and Improvement of Operations
- Productivity Management and Cost Savings
- Virtual Operations and Home Sourcing
- Outsourcing and Offshoring Opportunities

### Digital & Workflow Automation

- Workflow Automation, Process Engineering and Improvement
- Process Automation, Customer Loyalty, CRM, BPM and Workflow
- E-Strategy
- New Product Development

### Quality Management

- Development of KPI's and KQI's
- Quality Assurance, Control and Compliance Management
- ISO Certification and Auditing
- Advisory Board Setup and Management

## Experienced & Agile Business Consultants

At Compass Operations, we have the skills, knowledge and hands-on experience to help your company proactively build market presence, strengthen profitability and maintain a competitive advantage. We can operationalize a startup, walk an existing business through significant change or expansion, or help you transform an underperforming business unit. We understand that every business has its own needs and challenges, so we take an agile approach, formulating effective strategies tailored to your specific goals.

**Engagements are performance based, invoiced on agreed upon milestones and deliverables**