



BUSINESS CONSULTING

Profit Optimization
Process Improvement
Business Development & Strategy
Customer Experience & Loyalty



www.kaizenfs.com



MAXIMIZE BUSINESS PERFORMANCE and PROFITABILITY

From manufacturing to hospitality, financial services to supply chain, Kai-Zen Consulting provide expertise to improve your business and grow your profits.

- Kai-Zen Consulting is a boutique consulting firm providing research, analysis, strategy, planning, and execution leadership that improves operational and financial performance to small and mid-size businesses.
- 60 years of combined cross-functional and cross-industry experience.
- Value proposition is focused on delivering tangible, executable and measurable results.

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Grow your topline by uncovering sources of untapped revenue and maximizing existing sources.

PROFIT OPTIMIZATION

Kai-Zen uses a structured approach to help you identify sources of incremental revenue and methods for reducing expenses.

Improve your business's overall financial performance by focusing on financial engineering, revenue growth, and traditional cost-optimizing techniques.

- Detailed spending audit and analysis
- Balance sheet efficiency optimization
- Tax credit and deduction optimization
- Supplier contract optimization analysis
- Financial budgeting, planning and control
- Discretionary expense reduction planning
- Pricing and revenue improvement actions

Profit Optimization

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Why it matters: Optimized business processes maximize profitability, increase customer satisfaction and increase competitiveness.

PROCESS IMPROVEMENT

Kai-Zen's pragmatic approach to performance improvement ensures focus on critical problems and success with practical solutions.

Understand exactly how your business gets things done, and ensure that your processes are efficient, measureable, and effective at delivering the results your customers want and the competitive advantage you need.

- Lean Six Sigma
- Industrial Engineering
- Supply Chain, Logistics, WMS
- Simulation and statistical analysis
- Process definition and optimization
- Performance metrics and dashboards
- Information Technology, ERP, software

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BUSINESS DEVELOPMENT & STRATEGY

**Understand your market opportunities.
Build your business intelligently.
Capitalize on opportunities.**

Our structured research and analysis, market planning and global network of expert resources help you define and exploit opportunities that grow your business.

- Due diligence analysis
- M&A targeting and management
- International business facilitation
- Cross-border business optimization
- Business startup planning and growth
- Competitive or product market analysis
- International business expansion studies
- Business expansion strategic development

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Ensure that each touch point with your customers sends the message that you value them and their visit.

CUSTOMER EXPERIENCE and LOYALTY

What is the cost of service? More importantly, what is the **profitability of great service?**

We develop customer experiences that optimize the environment your customers engage, augment the revenue your customer is willing to give, and that increase the loyalty your customer will have toward your business.

- Loyalty program development
- Customer retention and loss analysis
- Create detailed drivers of satisfaction
- 360° customer touch mystery shopping
- Drive external and internal focus groups
- Customer service and leadership training
- Customer service improvement planning
- Vendor accountability and measurement
- Develop unique guest experience metrics

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With 60 years of combined experience, we deliver effective ways to increase company profits, improve business performance, and develop new business opportunities.

Our Industries / Our Expertise

Manufacturing / Life sciences
Retail financial services
Distribution & logistics
Food & beverage logistics
Tourism & travel / Theme parks
Airlines, hotels, cruise lines
Convention centers & arenas
Professional sports teams
Supply chain & WMS
Technology / Software
Compliance

Industries

Expertise

Lean Six Sigma
Business Process Optimization
Corporate Scorecards
Key Performance Metrics
Energy Optimization
Predictive Modeling
Supply Chain
ERP Systems
Warehouse Management Systems
Hotel Operations & Management
Design & Construction
Technology Infrastructure
Software / Web Development

Mergers & Acquisitions
Due Diligence
Revenue Maximization
Cost Optimization
Risk Analysis
Audit & Compliance
Market Studies
Focus Groups
Mystery Shopping
Customer Loyalty
Product Development
Quality Training
Customer Service



Our team has hands-on industry experience. We understand your challenges as we too have been held accountable for delivering results.

OUR VALUE PROPOSITION

The Kai-Zen way...

A concise approach.

Define clear objectives, prioritize action plans, create practical solutions, and deliver results

Saving you time and money.

A results-oriented firm, driving measurable results, we are dedicated to increasing profits and improving our client's customer quality levels.

Transforming knowledge into action.

With over 60 years of combined experience, we have been personally accountable to deliver results, and not just offer advice. We've walked in our clients shoes.

We possess the tools and techniques that have proven successful for large multinationals and small business alike.

Kai-Zen increases your profitability and competitiveness.

Kai-Zen partners with your team to deliver quick and effective ways to meet or exceed your business objectives.

We ensure that our deliverables are based on specific metrics and tangible actions that lead to our clients success.

We don't simply recommend solutions; we lead you through execution to guarantee measurable improvements versus your competition, in your customers eyes, and to your bottom line.



With 60 years of combined experience, we deliver effective ways to increase company profits, improve business performance, and develop new business opportunities.

Team Biographies

Jorge Cosio | Partner

Business Development / Profit Optimization

Jorge is a seasoned executive with over 22 years of corporate experience in senior executive management positions and 10 years in private practice as an independent consultant. He possesses a strong background in leadership positions from Chief Financial Officer and Chief Information Officer to General Manager, with Fortune 100 companies IBM, PepsiCo and American Express. In these positions, Jorge successfully ran operations while launching and developing new businesses throughout the globe at an enterprise level.

Over the last 10 years, he has successfully helped companies from small to large penetrate and develop new opportunities both at home and abroad. He has also provided detailed analysis and conclusions that allowed companies to not invest needlessly in opportunities that had limited or no potential.

Richard Olivieri | Partner

Performance Improvement

Richard is continuous improvement leader with over 13 years of experience building high-performance business operations. His methods accelerate financial returns and increase organizational agility, positioning his clients to outperform their competition. His efforts have generated tens of millions of dollars in cost reduction and revenue generation for his clients.

Richard has a formal education in industrial engineering, a six sigma black belt, and a proven background in performance improvement and management consulting. This experience has helped his clients pinpoint their most critical challenges and opportunities and created practical solutions that get the job done right.

Sandra Keehn | Partner

Customer Experience

Sandy is a pioneering executive in customer experience with over 16 years experience, including VP of Operations for the Sport Management Research Institute, partner in the Global Interface Consulting Group, and management roles in Office Depot.. She currently executes all aspects of branded Guest Experience consulting projects – from mystery shops, to on-site research to creating staff handbooks and recognition programs to presenting customized guest service training programs.

Sandy is exceptionally knowledgeable in areas such as demographics, consumer behavior, sponsorship loyalty, economic impact and customer service. She has worked with professional baseball, football, and basketball teams as well as renown stadiums and arenas to deliver exceptional customer and fan satisfaction.



HOW CAN WE HELP YOU?

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