

SOLUTIONS IN ORGANIZATIONAL PERFORMANCE

< **LOB Optimizer** < (Revenue improvement thru Lines of Business optimization)

Efforts to improve the income statement typically focus on the expense side, with line-by-line cost cutting delivering only incremental change; while largely ignoring the revenue side. Most critically, studies show that identifying sources and methods for increasing revenue — of the utmost importance to executives — are often elusive. **LOB Optimizer** starts by defining *your* unique boundaries, competitive requirements, and strategic alignment needed for revenue improvement. Utilizing this information, **LOB Optimizer** then evaluates and prioritizes your LOB offerings, and identifies other key action steps (including new revenue opportunities) to maximize institution revenues. The resulting production side optimization and earnings improvement will help you compete more successfully, and work to ensure your future viability.

< **CUSTOMER ONE! Program** <

The importance of good customer relations and service performance in the success of a business has been clearly demonstrated. But how does an organization actually attain superior levels of service on a consistent basis? The CS Consulting Group CUSTOMER ONE! Program is a unique, fully integrated approach which identifies and measures all major sources of customer interactions (where customers form their service opinions) with your firm. Using input from both your customers and employees, areas of strength and opportunities for improvement are identified. CS Consulting Group then works with you to design and implement an ongoing process and comprehensive customer focus where superior service and relations become an integral part of your routine, daily operations throughout all levels of your organization.

Other Services:

- < Create Team-Based Organization
- < Train & Develop Management & Staff
- < Foster Innovation & Empowerment
- < Enhance Employee Motivation
- < Survey Customer & Employee Attitudes
- < Evaluate Organizational Effectiveness