



WHO WE ARE

We are consultants who step up when it matters and lean in until strategy becomes reality.



TYPICAL CLIENT GOALS

IMPROVE OPERATIONS AND PERFORMANCE

Redesign process, improve metrics and quality.

ENHANCE CUSTOMER SERVICE

Create an efficient and consistent customer experience, driving sales and loyalty.

INCREASE PROFITABILITY

Reduce expenses and improve revenue.

FIX KNOWN PROBLEMS

Identify root causes, design and implement steps to solve.

COMPLETE CRITICAL PROJECTS

Refine and execute the plan, monitor progress and project impact.

CORE PRACTICE AREAS



SERVICE
OPERATIONS



MANUFACTURING



PROCESS
EXCELLENCE



CHANGE
MANAGEMENT



PROGRAM
OFFICE



ANALYTICS

HOW WE WORK

Voyage's team of management consultants work side-by-side with leaders to achieve their top objectives and solve their toughest problems. We work tirelessly until strategy becomes reality. We have the skill, discipline and insight to lead critical projects, to design and implement process improvements, to drive change efforts toward maximum ROI, and to elevate customer experience – saving companies time, money and aggravation.

WHAT MAKES US DIFFERENT

- ✓ Likeable and industrious
- ✓ Focused and fast
- ✓ We implement
- ✓ Easy to work with
- ✓ Wealth of industry knowledge
- ✓ Strong ROI and project results

HOW WE TYPICALLY ENGAGE

CURRENT STATE
ASSESSMENT

FUTURE STATE
MODEL DESIGN

ROADMAP
AND WORKPLAN

IMPLEMENT THE PLAN
AND EVOLVE

OUR TEAM HAS WORKED WITH





MANUFACTURING OPTIMIZATION

Delivering fast and sustainable results through production optimization, process excellence and empowering leaders.

PRACTICE CAPABILITIES



SYSTEM FOR MANAGING

- Plan vs. actual variance analysis
- Safety, cost, quality and service KPIs
- Data driven decision making



PROCESS DESIGN

- Material handling
- Optimize plant layout
- Automation and conveyance



TALENT MANAGEMENT

- Retention and attrition
- Reliance on temporary staff
- Training and skills



SAFETY

- Culture, actions and metrics
- Reduction in accidents and insurance claims
- Leadership and communication



ANALYTICS

- Assess current analytics and reporting capabilities
- Determine strategy for organizing
- Dashboard creation



SUPPLY CHAIN AND PROCUREMENT

- Review cost of goods and logistics
- Develop and improve metrics
- Insights into procurement practices



HOW WE ENGAGE



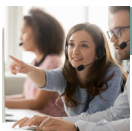
INFORMATION GATHERING AND PROJECT MANAGEMENT

Start the engagement in an expedient manner, define and request the data needed for later phases, understand the objectives and perspective of client leadership.



ACTIVITY BASED MANAGEMENT (ABM)

Identify and evaluate activities performed using an activity-based method to understand types of work, data and observational analysis to understand work, perform observations to set work durations and standards.



SYSTEM FOR MANAGING (SFM)

Design and implement a system of behaviors and management tools, supported by an operating structure for performance improvement. Voyage will then use this system to collaborate with the client team to drive results.



BUSINESS PROCESS REENGINEERING (BPR) AND PROCESS OPTIMIZATION

Rethink and redesign the way work is done to support client's goals and success criteria, improve throughput and decrease costs. This is in addition to the efforts described within the System for Managing.



REPORTING, METRICS AND DASHBOARDS

Define the metrics that will be used in the future by client and establish dashboards accordingly.



CENTER OF EXCELLENCE (COE)

Each of the major workstreams will be transitioned to the Center of Excellence upon completion, to help provide collaboration, consistency and communication between the efforts, and to sustain the results.