

## 2020 Service Offerings

### Core Strategy Risk & Resilience Assessment Services

<b>Assessment Type</b>	<b>Strategic Performance Alignment™ (SPA)</b>	<b>Mission Critical 360™ (MC360)</b>	<b>Synergy &amp; Optimization 360™ (SO360)</b>	<b>Executive Transition 360™ (Exec360)</b>
<i>Focus</i>	Leadership Assessment	Operational Gap Assessment	Comprehensive Organizational Health Check	Hybrid Alignment & Strategy Gap Assessment
<i>Overview</i>	Focuses on the Board and Senior Management team to ensure clarity and alignment across the organization's stated Purpose, the Board's strategic intent and Management directives.	Assesses every major function of the organization to identify and assess viability of those areas defined as mission critical to ensure that the operational infrastructure is able to support successful execution of strategy.	Combines certain elements of the SPA and MC360 with a deeper analysis of culture and organizational identity to provide a holistic, organization-wide assessment to determine how well it fulfills Purpose, executes Growth and ensures Survival.	Designed to smooth the transition of key senior executives, this assessment combines the SPA with strategic elements of the MC360 and the OSO based on the needs and focus of the project.
<i>Benefits &amp; Problems Addressed</i>	<ul style="list-style-type: none"> <li>- Aligns Board intent &amp; Senior Management action</li> <li>- Provides clear definition of Risk Appetite</li> <li>- Ties performance metrics to vision and mission</li> <li>- Improves strategic decision-making</li> </ul>	<ul style="list-style-type: none"> <li>- Defines Mission Critical for the organization</li> <li>- Reveals gaps in mission critical functions/processes</li> <li>- Identifies root cause of systemic performance issues</li> <li>- Improves efficiency and reliability</li> </ul>	<b>Benefits of SPA and MC360 PLUS</b> <ul style="list-style-type: none"> <li>- Aligns operational execution with strategic intent</li> <li>- Reveals underlying drivers of culture &amp; morale</li> <li>- Identifies where/how the organization must adapt and evolve</li> </ul>	<ul style="list-style-type: none"> <li>- Ensures clear articulation of Board intent and risk appetite</li> <li>- Provides a strategic performance baseline</li> <li>- Significantly reduces "burn-in" time and related decision error</li> <li>- Reduces adverse impact of change on the organization</li> </ul>

### Specialized Assessment Services

<b>Assessment Type</b>	<b>Capture Strategy Deep Dive</b>	<b>Resiliency Deep Dive</b>	<b>Expansion Deep Dive</b>
<i>Focus</i>	Hybrid Gap Assessment	Hybrid Gap Assessment	Hybrid Gap Assessment
<i>Overview</i>	This highly specialized assessment focuses on identifying the root cause of declining sales and downtrends in customer/revenue capture.	This highly specialized assessment focuses on the organizations overall ability to respond to crisis, adapt, evolve and leverage unexpected opportunities, and measures the viability of Business Continuity Plans.	This highly specialized assessment focuses on the stability and scalability of the current infrastructure to support expansion as well as the robustness of the due diligence process.
<i>Benefits &amp; Problems Addressed</i>	<ul style="list-style-type: none"> <li>- Maps the relation and impact of both internal and external drivers of capture strategy</li> <li>- Reveals the root cause of negative drivers</li> <li>- Defines ideal attributes</li> <li>- Creates prioritized turn-around plan</li> </ul>	<ul style="list-style-type: none"> <li>- Identifies operational continuity gaps</li> <li>- Identifies imbalance in strategic focus causing risk to long-term sustainability</li> <li>- Assesses robustness of key decision processes</li> <li>- Creates prioritized plan for resilience efforts</li> </ul>	<ul style="list-style-type: none"> <li>- Defines weaknesses &amp; strengths in capabilities required for anticipated expansion</li> <li>- Assesses weaknesses in due diligence &amp; decision processes</li> <li>- Defines success metrics</li> <li>- Creates scalability plan</li> </ul>

### Strategic Planning & Facilitation Services

<b>Service Type</b>	<b>Vision Setting</b>	<b>Strategic Planning</b>	<b>Performance Monitoring</b>	<b>Ad Hoc Advisory Services</b>
<i>Focus</i>	Board & Senior Leadership	Leadership	Board & Senior Leadership	Board & Senior Leadership
<i>Overview</i>	Defines the organizations <i>Arkhe</i> – its combined vision, mission, values, story and origin that will serve to ground both culture and strategy, orienting people at every level to ensure alignment and understanding of the future-state desired for the entity.	A comprehensive review of both the internal and external environment using highly specialized tools and analysis methods that create relevance and priority of strategic initiatives that can be defined, measured and achieved.	Defines and/or assesses robustness of performance monitoring, reporting, ensuring accurate, timely and efficient system for tracking KPIs and KRIs and emerging risk reporting.	Ad hoc strategic and/or operational risk advisory services to support ongoing performance and adaptability. Scope and deliverables are defined by the client. Effectively adds a Chief Risk Officer capability when a full-time position is not warranted.
<i>Standard Deliverables</i>	<ul style="list-style-type: none"> <li>- Vision &amp; Mission Statements</li> <li>- Core Values</li> <li>- Long-Term Strategic Objectives</li> <li>- Risk Appetite</li> </ul>	<ul style="list-style-type: none"> <li>- Internal &amp; External Assessment</li> <li>- Purpose, Growth &amp; Survival priorities</li> <li>- Risk Tolerance</li> <li>- Strategic Initiatives</li> </ul>	<ul style="list-style-type: none"> <li>- Defined KPIs and KRIs with triggers and thresholds</li> <li>- Chosen Scorecard</li> <li>- Emerging Risk Reporting methodology</li> </ul>	<ul style="list-style-type: none"> <li>- As defined</li> </ul>