



CLEVELAND & ASSOCIATES
Empowering Businesses

Strategy Implementation & Policy Management

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Achievement of goals and objectives requires an organization to define specific action steps, communication, and policies. Our team helps define every level of achievement, including:

- Strategy Articulation – the consensus agreement regarding strategic objectives
- Strategy Communication – engagement with stakeholders with regard to human behavior and psychology
- Strategy Translation – presentation of strategic objectives in terms of clear, short-term operating objectives
- Strategy Monitoring & Controlling – observation and supervision of the progress and control of strategic objectives to ensure achievement of goals
- Strategy Engagement – ensure continued manager-employee engagement in achievement of strategic goals
- Policy Adherence – codify and monitor adherence to policies necessary to goal achievement

Target Operating Model (TOM) Development

An organizational plan requires a road map for success, featuring goals and specific actions and conditions required to move from the “as-is” to the “to-be.”

TOM describes:

- Processes and capabilities;
- The people required to carry out the processes or deliver capabilities, as well as the organizational structure, accountabilities, incentives and culture that support and nurture these individuals;
- The information systems needed to support the processes and capabilities, including software applications;
- Locations, buildings, infrastructure, and other assets and resources required within the organization, which support the processes and capabilities; and
- Suppliers and business partners outside the organization, and the types of agreements required between the organization and its partners.

Transformation Program Management

Most leadership groups lack the proven, highly integrated thought processes required to address challenges necessary for radical improvement of performance and business results. Our team identifies current capabilities and behaviors, and provides information and actions required and management of behavioral changes throughout the organization.

Enterprise Risk Management & Insurance

Minimizing risk is a primary concern for high consequence organizations, both for financial costs involved with the failure to properly perform a task or activity, as well as reputational costs in the case of health and safety hazards.

Our experience enables us to recognize and prepare a set of strategies to manage risks, minimize impact, and maintain the reputation of an organization.



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