

## SOLUTION

# Leadership Solutions

Drive Human Capital Excellence. Accelerate Operational Performance.

### Is your organization's performance hindered by an inability to:

- Identify, hire and retain the right operational talent
- Develop and change leadership behaviors that can create high performing teams
- Rapidly adapt to change
- Hit daily targets when absenteeism is constant
- Instill solid operations discipline and accountability
- Effectively manage change across the organization

### With the TBM approach to human capital excellence, you will:

- Develop and retain high-value leaders who rapidly drive results and motivate a winning team
- Put key portions of your business and strategic initiatives in the best possible hands
- Design effective talent strategies that develop performance-driven frontline employees
- Develop and execute workforce plans that improve productivity and performance by 10-15%
- Align talent management processes to reduce open requisitions by 25-50% in <3 months
- Sustain human capital excellence and improved operational performance into the future

## Establish a sustainable competitive advantage with human capital excellence.

**Leadership Development:** Our Leadership Solutions practice develops your operational leaders on two critical dimensions: technical capability and managerial skills. Using our proprietary "What Good Looks Like" profiles, we identify the gaps between where your leaders currently are and where they need to be to drive business performance. Development programs and recommendations are tailored to the specific needs of your individual leaders and your organization.

**Change Management:** Cultural change is difficult in any organization. However, when operational excellence is a priority, behaviors and mindsets evolve to sustain performance. A change management plan that focuses on developing leaders, operational teams, and processes can transform your culture to nurture motivated, performance-driven people. TBM leverages data and 30+ years of operational transformation experience to help you establish talent structure and culture that drive short- and long-term success.

**Talent Management Processes:** Build internal talent management processes specifically designed to attract and retain top-tier operational and supply chain talent from the top floor to the shop floor. From creating new methodologies that expedite the talent acquisition process to implementing retention best practices, we can help your organization become more proactive and strategic about how you identify and retain the highest quality talent.

**Strategic Embedded Resources:** Our leadership consulting team has walked in your shoes. Our professionals can step into your organization within days, bringing hands-on operational, supply chain, and managerial expertise to the heart of your business and your most important strategic initiatives. Our leadership consultants become part of your team for a period of time, working alongside your people to accelerate results, transfer knowledge, and grow internal capabilities so your business can maintain momentum and sustain benefits long term.

**Better performance starts with better human capital practices. World-class employers accelerate business results by focusing internally on leadership development, workforce engagement, and talent acquisition and retention strategies to engage the right people in the right positions to excel.**

## Leadership Solutions Results

### MEDICAL DEVICE MANUFACTURER →

#### Strategic Embedded Leader Drives Rapid Turnaround

- Helped meet revenue and earnings targets for the first time in <6 months
- Implemented improved leadership team structure and process for daily accountability, problem solving, and alignment
- Lowered inventory by \$1.5 million
- On-time delivery improved by 29%
- Customer complaints reduced by 63%

### LABEL MANUFACTURER →

#### Embedded Leaders Stabilizes Production, Coaches Team, Paves Path for New Hire

- Reduced order backlog by 90% within one month
- Increased daily press productivity by 47% while reducing labor costs and balancing overtime
- Coached and mentored associates while supporting recruitment and hiring of new general manager and two new supervisors

### CONSUMER PRODUCTS MANUFACTURER →

#### Enhanced Recruiting and Employee Engagement Reduce Turnover and Drive Productivity

- Reduced open positions from 19 to 0 and reduced turnover from 40% to 15%
- Eliminated barriers to employment and strengthened recruiting practices
- Engaged employees through Kaizen events
- Nearly doubled packaging output while reducing costly product give-away

## Address your immediate and long-term talent needs with a comprehensive approach to human capital excellence.

Our Leadership Solutions practice takes a practical approach to quickly improve your organization's talent capability and help you develop high caliber, motivated employees at all levels of your business, driving value from the shop floor to the top floor. You don't have to settle for good enough. Use our approach to differentiate your business through operational and supply chain human capital excellence.

### The TBM Approach to Human Capital Excellence

#### Diagnose

Our Leadership Solutions consultants use our proprietary Change Readiness Assessment to diagnose your organization's operational leadership and talent capacity across six dimensions: organization, individual technical capabilities, individual leadership capabilities, talent management processes, talent risks, and culture.

#### Plan

Our team creates a practical go-forward plan for addressing areas of weakness within your organizational structure and current and future leadership and operations teams. The plan includes the development of more effective and innovative talent acquisition processes and better onboarding and training to improve retention.

#### Implement

We put your go-forward plan into action right away, working at the point of impact with your operations and supply chain teams to instill the techniques, behaviors, and processes needed to effectively execute and manage performance at all levels of the organization.

#### Sustain

We track and regularly review the performance of resources and leaders who are receiving coaching and training and well as the business impact for your organization.

Drive human capital excellence and accelerate operational performance with TBM. →

## Speed wins every time.

TBM specializes in operations and supply chain consulting for manufacturers and distributors. We push the pedal down in your operations to make you more agile and help you accelerate business performance 3–5x faster than your peers.



Follow us



507 Airport Blvd, Ste. 105  
Morrisville, NC 27560  
O 919.471.5535  
TF 800.438.5535



Shannon Gabriel

Managing Director,  
Leadership Solutions Practice

✉ [sgabriel@tbmcg.com](mailto:sgabriel@tbmcg.com)