



tactegra

Process Maturity

A Prelude to Process Modernization

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Introduction: Linking Process Maturity to Process Modernization

Organizations need to continuously improve their processes to stay competitive and meet evolving customer demands. Process maturity serves as a crucial precursor to successful operational excellence and process modernization initiatives, providing the necessary groundwork for sustainable, impactful transformations. We define process maturity as a company's ongoing commitment to nurturing a robust process ecosystem by consistently modernizing its processes, ensuring alignment with strategic growth, profitability, and customer expectations. At Tactegra, we recognize the underlying link between process maturity, process modernization, and operational excellence and have developed a comprehensive framework to guide organizations through improving the underlying factors that drive long-term success.

Process Maturity

Process maturity acts as the bridge that connects operational excellence and process modernization. It provides the necessary structure, consistency, and efficiency to drive operational excellence initiatives, while also serving as the foundation for process modernization efforts.

Process Modernization

Process modernization is a proactive and purposeful approach to transform existing processes to meet new challenges, leverage emerging technologies, and drive innovation. It builds upon the foundation of process maturity, utilizing the insights gained from the maturity assessment to inform modernization efforts. By enhancing process maturity, organizations lay the groundwork for more streamlined, efficient, and adaptable processes that can support and accelerate modernization initiatives.

Operational Excellence

Operational excellence, on the other hand, encompasses the holistic optimization of operations, driving efficiency, and delivering exceptional value to customers. It requires organizations to continually refine and improve their processes to achieve superior performance.

Process Maturity

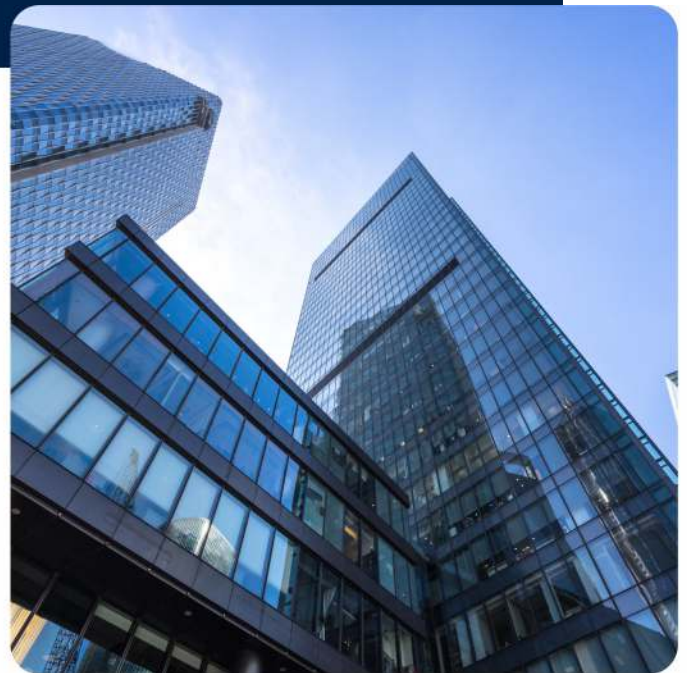
A company's ongoing commitment to nurturing a robust process ecosystem by consistently modernizing its processes.



This white paper will explore:

- The critical relationship between process maturity, operational excellence, and process modernization.
- The dimensions of process maturity, the evaluation process, and the impact it has on operational excellence and process modernization, highlighting how process maturity forms the bedrock for operational excellence, driving efficiency, consistency, and customer value.
- How process maturity serves as the launching pad for process modernization, enabling organizations to embrace innovation, leverage emerging technologies, and achieve breakthrough improvements.
- How the Tactegra Process Maturity System guides organizations towards successful process modernization and operational excellence.

By understanding the importance of process maturity in achieving operational excellence and driving process modernization, organizations can strategically position themselves to achieve their broader organizational objectives.



The Intersection of Operational Excellence and Process Modernization

Process maturity enables a company to establish a solid framework for continuous improvement and the ability to meet and exceed customer needs. Within this framework, processes are recognized as the foundation of an organization, representing the systematic and structured approach to achieving desired outcomes. Well-defined and optimized processes ensure consistency, efficiency, quality, value, and excellence in achieving or exceeding both customer and employee expectations.

Well-defined and optimized processes that ensure consistency, efficiency, quality, value, and excellence in exceeding customer and employee expectations are encompassed within process maturity. Process maturity serves as the catalyst that drives organizations towards operational excellence and process modernization, which overlap in their shared focus on process improvement and delivering value. Both initiatives require a deep understanding of their processes to identify areas for improvement, establish performance benchmarks, and set goals for enhanced operational effectiveness.

Process modernization is not a one-time event but rather an iterative and collaborative journey that leverages process maturity insights and engages cross-functional teams to reimagine processes, harness technology advancements, and implement transformative changes. Successful process modernization initiatives are characterized by effective change management, clear communication, and the involvement of stakeholders at all levels of the organization.



Guided by process maturity, process modernization enables organizations to strategically align their processes with business goals and customer expectations. By eliminating inefficiencies, optimizing workflows, and embracing innovative technologies, organizations can enhance operational agility, reduce costs, accelerate time-to-market, and deliver superior value to customers. Process modernization driven by process maturity serves as a key differentiator, enabling businesses to navigate constant change and stay competitive in their industries.

From a more holistic vantage point, operational excellence encompasses a well-rounded approach to optimizing operations, driving efficiency, and delivering value to customers. It involves streamlining processes, eliminating waste, and maximizing productivity to achieve superior performance. Well-established and mature processes form the backbone of operational excellence, providing the consistency, reliability, and repeatability necessary to drive efficiency and effectiveness across the organization. Through standardized processes, the company can eliminate redundancies, reduce errors, and improve overall productivity.

Process maturity, operational excellence, and process modernization are essential components of a forward-thinking and customer-centric organization. By embracing process maturity as the foundation for operational excellence and process modernization, companies can continuously improve their processes, enhance customer satisfaction, drive innovation, and achieve sustainable long-term growth.

Overview

The Tactegra Process Maturity System guides organizations towards successful process modernization. It identifies opportunities for improvement, highlights potential bottlenecks, and provides a roadmap for organizations to optimize their processes. The System encompasses a range of methodologies and practices designed to systematically evaluate and improve processes across multiple dimensions, identifying areas of strength, weakness, and untapped potential. These insights set the course for a targeted and effective modernization strategy that aligns with an organization's overarching goals and objectives. By aligning process maturity with operational excellence and process modernization, organizations can foster a culture of continuous improvement, drive innovation, and achieve sustainable growth.

To evaluate the maturity of a business process, the Tactegra Process Maturity System employs a comprehensive assessment methodology overseen by highly skilled professionals, such as Master Black Belts or Senior Black Belts. Their expertise is vital in navigating the complexity involved in assessing various elements of documentation, conducting in-depth statistical analysis, and interpreting the results with precision. Their deep understanding of continuous process improvement methodologies allows them to identify key performance indicators, root causes of inefficiencies, and areas for improvement. They bring a refined understanding of process improvement techniques, data analysis, and industry best practices, ensuring that the evaluation is conducted at the highest standard, giving organizations the confidence in the accuracy and reliability of the assessment.

The Five Dimensions

The Tactegra Process Maturity System evaluates processes across multiple dimensions that are carefully selected to capture the key elements that contribute to process excellence. **Performance Management** assesses the organization's ability to set clear goals, monitor progress, achieve customer expectations, and drive accountability. **Standards & Documentation** focuses on the establishment of standardized procedures and documentation to enhance consistency and clarity. The **Measurement System** dimension evaluates the organization's capacity to collect accurate process-related data and leverage performance metrics to analyze and assess the performance, progress, and quality of a business process. **Employee Adoption** assesses the level of employee engagement, training, and effective knowledge transfer of processes in which they work, enabling them to perform their roles or functions with proficiency and efficiency. Lastly, the **Process Improvement Platform** dimension explores the presence of skills, methodologies, tools, and technologies that enable continuous improvement. Through this comprehensive evaluation, organizations gain insights into the strengths, weaknesses, and improvement opportunities within their processes.

The Process Maturity Model Index (PMMI)

Each dimension of the Tactegra Process Maturity System is evaluated and assigned a score within the continuous rating scale of 1 to 10, resulting in the Process Maturity Model Index (PMMI). Moreover, the evaluation includes a weighting factor that emphasizes the relevance of individual dimensions to the specific process under assessment. The PMMI provides a clear indication of the process's maturity level, enabling organizations to identify and track strengths, weaknesses, and areas for improvement. By striving for a PMMI score of 7.5 or above, organizations can establish a solid foundation for process modernization endeavors.

Process Review

The Tactegra Process Maturity System address the key aspects of process maturity that lie in the thorough audit, review, and evaluation of how processes are controlled, monitored, managed, and supported. In-depth reviews are performed on documentation such as Service Level Agreements (both internal and external), comprehensive Process and Value Stream Maps, and training materials. The review of documentation ensures that processes are well-documented, up-to-date, and aligned with the organization's strategic objectives. It also allows for the identification of any gaps or inconsistencies that may hinder process efficiency.

During the process maturity analysis, it is critical to determine whether a process can achieve its expectations through incremental improvements or if it requires a complete redesign. This evaluation considers the organization's goals, customer expectations, and the strategic value of the process, shaping the most appropriate course of action to enhance process performance, whether it involves incremental optimization or a fundamental transformation.

Data Analysis

In addition to documentation, evaluating process maturity requires an in-depth statistical analysis to gain insights into process performance and capability in relation to customer expectations. This analysis aims to identify process breakdowns, logjams, and areas of improvement. It provides a quantitative understanding of how well processes are meeting customer requirements and where performance gaps and variability exist. By performing root cause analysis, organizations can pinpoint the underlying factors contributing to process performance issues and take targeted actions for improvement.



Process Maturity: Key Evaluation Dimensions

With greater than 75 years of combined business process experience, the Tactegra leadership believes the evaluation of the five key dimensions within its Process Maturity System provides a comprehensive view into the performance and behaviors of a process infrastructure, as well as the relevant cultural aspects in how processes are viewed and cared for in the environment. These dimensions—Performance Management, Standards & Documentation, Measurement System, Employee Adoption, and Process Improvement Platform—serve as critical indicators of process maturity and form the foundation for driving operational excellence and process modernization. By assessing these dimensions, organizations gain valuable insights into the strengths, weaknesses, and improvement opportunities within their processes, enabling them to make informed decisions and prioritize areas for enhancement.

Key Dimensions

- Performance Management
- Standards & Documentation
- Measurement System
- Employee Adoption
- Process Improvement Platform



The evaluation process within the Tactegra Process Maturity System involves assessing each dimension against a set of deliverables, which encompass a range of tools, artifacts, and documents. These deliverables are essential components that support and enable the process under evaluation. During the assessment, each deliverable is assigned an assessment score of 0, 3, or 5 based on the associated guidelines, reflecting the degree to which the deliverable meets the desired criteria. Additionally, a weighting from 1 to 5 is assigned to each deliverable, considering its relevance and significance to the specific process. This weighting factor considers how crucial the deliverable is in supporting the overall effectiveness and performance of the process. To determine the rating score of each deliverable, the assessed score is multiplied by the weighting factor. This calculation yields an individual rating outcome for each deliverable within a given dimension, providing a granular evaluation of its contribution to process maturity. Finally, these rating outcomes are compiled to derive an overall score for the associated dimension. The Process Maturity Model Index (PMMI) is then calculated by aggregating the rating outcomes of each of the five dimensions. This comprehensive and weighted evaluation approach ensures a thorough assessment of process maturity, capturing the strengths, weaknesses, and improvement opportunities across multiple dimensions. The PMMI serves as a quantitative measure of the process's maturity level, providing organizations with valuable insights and a benchmark for progress as they strive for operational excellence and process modernization.

The Performance Management dimension within the Tactegra Process Maturity System focuses on six key deliverables that are essential for effective performance management and driving operational excellence:

1 Customer Requirements

This deliverable involves capturing and understanding the expectations, needs, and requirements of customers, as well as compliance and risk considerations. It encompasses the processes and mechanisms in place to identify, document, and validate customer requirements to ensure alignment with organizational goals. This includes Compliance and Risk.

2 Process Performance Indicators

This deliverable entails the identification and tracking of key performance indicators (KPIs) that provide insights into the overall performance and health of the process. These indicators help monitor process efficiency, effectiveness, and alignment with strategic objectives.

3 Process Controls

This deliverable encompasses the establishment of controls and measures to ensure that processes are executed consistently and in line with predefined standards. It involves the implementation of procedures, guidelines, and checkpoints to minimize variations, mitigate risks, and achieve desired outcomes.

4 Demand Requirements

This deliverable focuses on understanding and managing the demand for products or services. It involves forecasting, capacity planning, and aligning production or service delivery with customer demand to optimize resource utilization and meet customer expectations.

5 Process Performance Measurements

This deliverable involves the collection, analysis, and interpretation of data related to process performance. It includes metrics such as cycle time, throughput, quality indicators, and customer satisfaction ratings. These measurements provide insights into process effectiveness and efficiency, enabling organizations to identify improvement opportunities.

6 Visual Display and Dashboards

This deliverable involves the use of visual displays, dashboards, and reporting mechanisms to provide real-time visibility into process performance. It enables stakeholders to monitor progress, identify trends, and make data-driven decisions to drive continuous improvement.

Each of these deliverables may be presented in or be the output of various tools or artifacts. For example, Voice of the Customer (VOC) techniques, surveys, Service Level Agreements (SLAs), Statistical Process Control (SPC) charts, Key Performance Indicators (KPIs), Critical-to-Quality (CTQ) charts, Failure Mode, and Effects Analysis (FMEA), Takt Time analysis, Capability Analysis, Cycle Time analysis, Quality Functional Deployment (QFD), and Sigma Levels can be used to capture, analyze, and present the required information.

Performance Management: Tools & Artifacts

- **Voice of the Customer (VOC) techniques & Surveys**
- **Service Level Agreements (SLAs)**
- **Statistical Process Control (SPC) Charts**
- **Key Performance Indicators (KPIs)**
- **Critical-to-Quality (CTQ) Charts**
- **Failure Mode, and Effects Analysis (FMEA)**
- **Takt Time Analysis**
- **Capability Analysis**
- **Cycle Time Analysis**
- **Quality Functional Deployment (QFD)**
- **Sigma Levels**

During the assessment process, each deliverable is assigned a score based on predefined factors. These factors consider whether the deliverable exists, is derived appropriately using various tools and analysis methods, and demonstrates repeatability and reproducibility. The assessment evaluates the maturity of each deliverable within the Performance Management dimension, providing insights into the strengths and areas for improvement.

In-depth statistical analysis may be conducted as part of the assessment process if sufficient data is available. This analysis helps establish baselines or benchmark statistics, allowing organizations to compare current performance against desired targets and industry standards. It enables organizations to identify areas of improvement, set realistic goals, and track progress over time.

By evaluating the deliverables within the **Performance Management** dimension and conducting statistical analysis, organizations gain a comprehensive understanding of their process performance, customer requirements, and the effectiveness of their management practices. This knowledge serves as a foundation for driving operational excellence and enables organizations to make data-driven decisions for process optimization and improvement.

Standards and Documentation

The Standards and Documentation dimension within the Tactegra Process Maturity System focuses on four key deliverables that are crucial for establishing clear standards and documentation practices:

1

Process Definition

This deliverable involves providing high-level descriptions of the processes primarily in the form of a manual or document. It focuses on capturing the essential elements of the process, roles, and responsibilities, and the overall flow from a SIPOC (Suppliers, Inputs, Process, Outputs, Customers) perspective. Process definitions provide a foundational understanding of the process structure and its key components.

2

Risk and Compliance

This deliverable entails the documentation and management of risk and compliance requirements associated with the processes. It includes identifying and assessing potential risks, implementing controls and mitigation strategies, and ensuring adherence to regulatory and compliance standards relevant to the organization's industry. Regulatory documentation and industry-specific compliance guidelines are essential tools in documenting and addressing risk and compliance considerations.

3

Process Maps

This deliverable goes beyond high-level descriptions and delves into detailed descriptions and flows of the processes. It involves creating visual representations, such as Level 5 Process Maps, value stream maps, and flowcharts, that provide a more granular view of the process steps, decision points, and interactions. These process maps serve as valuable artifacts that capture the intricate details and dependencies within the process flow.

4

Training

This deliverable focuses on the availability and effectiveness of training materials and programs related to the processes. It includes documenting training materials, conducting training sessions, and ensuring employees have the necessary knowledge and skills to perform their roles effectively. Learning Management Systems (LMS) are commonly used tools to manage and deliver training content and track employee progress.

Each of these deliverables may be presented in or be the output of various tools or artifacts. For example, Level 5 Process Maps, SIPOC (Suppliers, Inputs, Process, Outputs, Customers) templates, regulatory documentation, Standard Operating Procedures (SOP), and Learning Management Systems (LMS) are commonly utilized tools and artifacts in the creation and presentation of these deliverables. These tools enhance the documentation process, provide clarity, and facilitate effective communication of the required information.

Standards and Documentation: Tools & Artifacts

- **Level 5 Process Maps**
- **SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Templates**
- **Regulatory Documentation**
- **Standard Operating Procedures (SOP)**
- **Learning Management Systems (LMS)**

During the assessment process, each deliverable is evaluated based on predefined factors, such as whether it exists, is appropriately derived, and demonstrates repeatability and reproducibility. The assessment provides insights into the maturity of each deliverable within the Standards and Documentation dimension, identifying areas of strength and opportunities for improvement.

By leveraging tools such as Level 5 Process Maps, SIPOC, regulatory documentation, and Learning Management Systems (LMS), organizations can enhance their documentation practices and ensure consistency, accuracy, and accessibility of the required information. These tools streamline the documentation process, promote standardization, and facilitate effective training and compliance efforts.



The Employee Adoption dimension within the Tactegra Process Maturity System focuses on two key deliverables that are crucial for assessing employee engagement and integration within the processes:

1

Employee Engagement

This deliverable involves evaluating the level of employee engagement and commitment to the processes. It encompasses understanding employees' attitudes, satisfaction, and motivation related to their roles and responsibilities within the processes. Employee surveys, feedback mechanisms, and engagement programs are tools commonly used to gauge employee engagement and gather insights into their perspectives.

2

Workforce and Process Integration

This deliverable assesses the level of integration and alignment between the workforce and the processes. It evaluates how well employees understand their roles, responsibilities, and contributions to the overall process outcomes. It also focuses on the level of collaboration, communication, and teamwork among employees to ensure smooth process execution. Standard Operating Procedures (SOPs), process documentation, and other artifacts play a crucial role in facilitating workforce and process integration.

Each of these deliverables may be presented in or be the output of various tools or artifacts. For example, employee surveys and feedback mechanisms are common tools to assess employee engagement and gather valuable insights. Standard Operating Procedures (SOPs) and process documentation provide clarity on roles, responsibilities, and process expectations, promoting workforce and process integration.

During the assessment process, each deliverable is evaluated based on predefined factors, such as their existence, appropriateness, and repeatability. The assessment considers whether the deliverables are effectively derived and demonstrate consistency and alignment with employee perspectives. It aims to capture the employees' actual experiences and perceptions rather than relying solely on management's perceptions.

Understanding the employees' perspective is crucial in the Employee Adoption dimension. It recognizes the importance of employee engagement and involvement in process-related activities. By considering their perspectives, organizations can identify areas where improvements can be made to enhance employee satisfaction, motivation, and collaboration within the processes.

To gain insights into employee perspectives, surveys, interviews, focus groups, and other forms of employee feedback are essential. These methods allow organizations to gather valuable information directly from the employees, ensuring their voices are heard and their experiences are considered.

Employee Adoption: Tools & Artifacts

- Employee Surveys and Feedback Mechanisms
- Standard Operating Procedures (SOPs)
- Process Documentation



The Measurement System dimension within the Tactegra Process Maturity System focuses on four key deliverables that are crucial for assessing the effectiveness and reliability of process measurement and analysis:

1 Process Measurement System

This deliverable evaluates the organization's measurement system used to collect and analyze process data. It examines the tools, techniques, and methodologies employed to measure and monitor key process parameters. Key Performance Indicators (KPIs), data collection methods, and data analysis tools are commonly used artifacts in assessing the process measurement system.

2 Process CTQs (Critical-to-Quality)

This deliverable involves identifying and defining the critical process parameters that directly impact the quality of the final product or service. It focuses on understanding the key requirements and specifications that must be met to satisfy customer needs and expectations. Control Plans, driver tree analysis, and process capability sensitivity analysis are examples of tools and artifacts utilized to assess and define Process CTQs.

3 Measurement System Validation

This deliverable assesses the validation and verification procedures in place to ensure the accuracy and reliability of the measurement system. It includes evaluating techniques such as Gauge R&R (Repeatability and Reproducibility), Statistical Process Control (SPC), and other statistical analysis methods. These tools help assess the consistency and capability of the measurement system in providing reliable data for decision-making.

4 Process Improvement Capability

This deliverable focuses on evaluating the organization's ability to leverage process data and analysis to drive process improvement initiatives. It examines the methodologies, tools, and resources available to identify improvement opportunities, analyze process performance, and implement effective improvement strategies. Tools such as process capability analysis, statistical analysis techniques, and improvement frameworks are commonly used in assessing process improvement capability.

Each of these deliverables may be presented in or be the output of various tools or artifacts. For example, KPIs, control plans, driver tree analysis, process capability sensitivity analysis, gage R&R, and Statistical Process Control (SPC) charts are commonly utilized tools in the measurement system dimension. These tools help capture, analyze, and interpret process data, facilitating informed decision-making and driving process improvement efforts.

Measurement System: Tools & Artifacts

- **Key Performance Indicators (KPIs)**
- **Control Plans**
- **Driver Tree Analysis**
- **Process Capability Sensitivity Analysis**
- **Gage R&R**
- **Statistical Process Control (SPC) Charts**

During the assessment process, each deliverable is evaluated based on predefined factors, such as their existence, appropriateness, and adherence to relevant methodologies. The assessment ensures that the measurement system is robust, aligned with process requirements, and capable of providing accurate and reliable data for analysis and improvement activities. In-depth statistical analysis may also be performed when data is available, providing insights into process performance, variability, and areas for enhancement.



The Process Improvement dimension within the Tactegra Process Maturity System focuses on four key deliverables that are crucial for driving process improvement initiatives and achieving sustainable business impact:

1 Demand and Forecast Supply Improvement

This deliverable involves evaluating the organization's ability to effectively manage and improve the alignment between demand and forecasted supply. It includes analyzing demand patterns, forecasting techniques, and supply chain optimization strategies. ANOVA (Analysis of Variance), regression modeling, and other statistical analysis methods are commonly used tools to assess and improve demand and forecast supply.

2 Process Improvement Plan

This deliverable focuses on the existence and effectiveness of a structured plan for process improvement. It encompasses the identification of improvement opportunities, prioritization of initiatives, and allocation of resources to drive meaningful change. Management by Fact, control plans, and other improvement frameworks are commonly utilized tools in developing and accessing process improvement plans.

3 Control Plan and Process Governance

This deliverable assesses the organization's control plan and process governance mechanisms to ensure the implementation and sustainability of process improvements. It includes evaluating the presence of control measures, standard operating procedures, and governance structures that monitor and enforce process compliance. Control plans, business cases, and other artifacts play a crucial role in ensuring effective process governance and control.

4 Business Impact

This deliverable evaluates the quantifiable business impact achieved through process improvement initiatives. It focuses on measuring and assessing the tangible outcomes resulting from process changes, such as cost savings, quality improvements, cycle time reductions, and customer satisfaction enhancements. Business cases, financial analyses, and performance metrics are commonly used tools to assess and demonstrate the business impact of process improvement efforts.

Each of these deliverables may be presented in or be the output of various tools or artifacts. For example, Hypothesis Testing, regression modeling, management by fact, control plans, business cases, benefit & effort matrices, and financial analyses are commonly utilized tools and artifacts in the Process Improvement dimension. These tools facilitate data-driven decision-making, measure the effectiveness of improvement initiatives, and demonstrate the value generated through process enhancements.

During the assessment process, each deliverable is evaluated based on predefined factors, such as their existence, appropriateness, and effectiveness in driving process improvement and business impact. The assessment ensures that the organization has a structured approach to process improvement, effective control mechanisms, and a clear understanding of the quantifiable benefits resulting from improvement efforts. In-depth statistical analysis may also be conducted when data is available to support process improvement activities.

Process Improvement: Tools & Artifacts

- Hypothesis Testing
- Regression Modeling
- Management By Fact
- Control Plans
- Business Cases
- Benefit & Effort Matrices
- Financial Analyses

The evaluation and assessment of the five key dimensions within the Tactegra Process Maturity System provides organizations with a comprehensive view of their process infrastructure's performance and behaviors. These dimensions serve as critical indicators of process maturity and form the foundation for driving operational excellence and process modernization. By assessing these dimensions, organizations gain valuable insights into the strengths, weaknesses, and improvement opportunities within their processes, enabling them to make informed decisions and prioritize areas for enhancement.

The systematic review and evaluation of deliverables, tools, and artifacts associated with each dimension provide organizations with a holistic understanding of their process maturity level. The scoring, inspection, reviews, and evaluations conducted by highly skilled professionals ensure the accuracy, reliability, and relevance of the assessments. The data-driven approach, combined with in-depth statistical analysis when available, enables organizations to benchmark their process performance, identify improvement opportunities, and develop effective strategies for process enhancement.

By leveraging the insights gained from the assessment of the dimensions, organizations can lay the groundwork for successful process modernization initiatives. The comprehensive evaluation of Performance Management, Standards and Documentation, Employee Adoption, Measurement System, and Process Improvement enables organizations to drive operational excellence, improve efficiency, meet customer needs, and stay competitive.

Closing: Linking Process Maturity to Process Modernization

Organizations face increasing pressure to drive process modernization and achieve operational excellence to navigate evolving business conditions. Success lies in leveraging the advantages of process maturity, and that's where Tactegra comes in. As an 8A, Service-Disabled Veteran Owned management consulting firm, we bring a unique perspective and expertise to the table. With a specialization in Assessments (Process, Programs, Organizations), Process Modernization, Lean Six Sigma, Diversity, Equity, Inclusion, and Accessibility Programs, Project and Program Management, Staff Augmentation, and Tactegra Advisory, we offer a comprehensive suite of services to support your organization's growth and success.

At Tactegra, we understand that achieving process modernization and operational excellence is not an easy task. It requires a deep understanding of process and the ability to navigate the complexities of today's business environment. That's why we leverage over 75 years of combined business process experience—including Master Black Belts and Senior Black Belts—to oversee the deployment of the Process Maturity System, ensuring the highest level of accuracy, precision, and expertise throughout the evaluation process.

The value of Tactegra's Process Maturity System is unparalleled when it comes to its direct impact on process modernization and operational excellence. By leveraging the insights gained from the assessment of the key dimensions, organizations can identify improvement opportunities, streamline operations, and enhance efficiency. The systematic evaluation of performance management, standards and documentation, employee adoption, measurement systems, and process improvement provides a clear roadmap for organizations to drive transformative change and achieve operational excellence.

By partnering with Tactegra, you gain access to a wealth of expertise and knowledge that extends beyond the assessment process. We provide ongoing support and guidance to help you implement effective improvement strategies, navigate the complexities of process modernization, and overcome challenges along the way. Our commitment to your success is unwavering, and we work closely with your team to ensure that the process maturity journey is a seamless and impactful one.



Partner with Tactegra to elevate your process maturity, driving operational excellence, sustainable growth, and a future where you consistently exceed customer expectations and outperform your competition.



Why Tactegra?

Who We Are

Established in 2008, Tactegra is a leading management consulting firm with over eight decades of combined leadership experience across federal, corporate, and global engagements. We're a team of highly skilled professionals, including Master Black Belts and Senior Black Belts, that leverage our expertise to identify your needs and deliver a comprehensive suite of services tailored to empower your teams, provide actionable insights, manage your projects, and redesign workflows to build sustainable, efficient systems that will drive long-term success. Don't wait for inefficiencies to compound or opportunities to pass you by—partner with Tactegra's experts to remain ahead of your competition.

How You Can Leverage Our Expertise

With a specialization in Assessments (Process, Programs, Organizations), Process Modernization, Lean Six Sigma, Diversity, Equity, Inclusion, and Accessibility Programs, Project and Program Management, Staff Augmentation, and Tactegra Advisory, we offer a comprehensive suite of services to support your organization's growth and success.

- ***Process Modernization and Improvement:*** Redesign workflows to maximize efficiency and align with strategic objectives.
- ***Project and Program Management:*** Ensure the success of critical initiatives with expert oversight.
- ***Lean Six Sigma Training:*** Empower your teams with the skills and tools needed to sustain continuous improvement.
- ***Administrative and Management Consulting:*** Deliver actionable insights to optimize performance and drive organizational success.

Together, we'll create the foundation for sustained operational efficiency, modernization, and long-term growth.

How You Can Benefit from Working with Us

- **Tailored Solutions:** Every organization faces a unique set of challenges. That's why our strategies are designed to align with your organization's unique goals, challenges, and the realities of your operations. We don't believe in a one-size-fits-all approach.
- **Proven Expertise:** Backed by decades of proven success, Tactegra has the knowledge, experience, and track record to guide organizations through complex improvement initiatives. We'll be there every step of the way to make improvements as easy as possible.
- **Comprehensive Offerings:** Tactegra's strategies go below the surface. Our full-service offerings guide you through assessment, implementation, and training to set you up for success even after we're gone.

Why You Can Trust Us

Our expertise has been trusted by large organizations, including Bank of America, Experian, Blue Cross Blue Shield, United States Post Office, and more.



Let's Talk



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