



Success Story

State Pension Fund– 1 million plus members, \$72 billion in assets

As Phase 2 of an overall Benefits Services Improvement Plan, The Comb Group was The Comb Group worked to implement the first quality management program implemented with this agency. With the onset of major political and policy shifts that created significant business process changes, it became apparent to this agency that some level of quality control was necessary. With this engagement, The Comb Group worked alongside supervisory and training personnel to outline the goals of a quality program, to redefine the supervisory model to include time to monitor and coach adequately, to develop rating forms and objective observation procedures and scoring methodologies. As a major component of this program, The Comb Group completed training on calibration and how critical that process is to providing objective quality programs. This client utilized manual recording systems for this implementation.

Timeline: 2 months from program definition to implementation.

About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.

Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.

The Comb Group

Actionable Information, not just reports

The Comb Group

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