



Success Story

Small Business Retail Supplement Organization

There are not many small businesses in the retail sector that can tout the fact that sales have doubled and in some regions tripled in a 12 month period. This is a fact this organization could state. As the organization grew, old business processes used to support the organization prior to growth, simply did not work with high volume transactions. This organization hired The Comb Group to take their existing business model, optimize the model for growth, prepare a model that would carry the organization into the future at different levels of growth. The Comb Group reviewed all facets of the business including Accounting, IT, Order Entry, Customer Service, Warehouse, Office Management, and Marketing. Through this effort, recommendations were made for immediate improvements. More importantly though, a migration plan was presented and approved. This migration plan showed the organization how to increase their level of support ability over time. At the time of this writing, the organization is in the 2nd month of operations under the Score Card model presented. Employees state that they have a clearer vision of where they are headed. There is still much work to be done yet executive management is beginning to see that what gets measured, gets managed.

Timeline: 8 weeks from project initiation to announcement of changes and transformation begins.

The Comb Group

Actionable Information, not just reports

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.

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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.