## Fizi Advisors

Operations expertise for growing businesses



# Your expert operations resource

With **over 13 years** in operations management, I offer a powerful combination of skills and innovation backed by proven operational strategies. My **expertise is in expanding operational capabilities, boosting performance, and driving business transformation**. I've successfully applied my approach to Fortune 100 firms and highgrowth startups alike, demonstrating a track record that spans diverse business landscapes.

My background includes significant roles at leading consulting firms, including **BCG** and **PwC**, involvement with **early-stage startups** across the US, Europe, and Africa and an **MBA** from University of Chicago.

My goal is to infuse simplicity and efficiency into your business, setting you up for effective scaling.

My name is Oma Kegwache, and I am your Operations Expert.







## Operations is the engine of business success

Operations is the lifeblood of any business, large or small. It is also the most complex part of running a business – covering everything from product development and supply chain management to delivery and after-sales support. It dynamically evolves and expands, mirroring the organization's own progression and maturity.

Startups, Small and Medium businesses typically operate within the early stages of operational maturity, ranging from level 1 to level 3

#### Level 2 - Informed

- Knowledge exists in teams/individuals
- Basic processes are established for core operations, providing a foundation for repeatability
- Process nuances reside in people's minds, so customer experience is varied

#### Level 3 – Defined

- Customer experience is largely consistent due to process consistency
- Processes are documented, standardized, and integrated into regular business operations
- There's a clear definition of roles and responsibilities
- New employees find it easy to onboard their tasks due to existing processes

### Level 4 – Managed

- Operations are aligned with the business goals & objectives
- Processes are managed and optimized using data & analytics, with a focus on efficiency, quality, and agility
- Operations support personalization & proactive management of customer experience
- Metrics and KPIs are used to continuously monitor operational efficiency & performance

### Level 5 – Optimized

- The organization is agile, able to quickly respond to changes and opportunities in the market
- The organization excels in delivering exceptional, personalized customer experiences consistently
- Processes are continuously reviewed and optimized for peak performance, with a focus on innovation and adaptability
- Best practices are shared across the organization, and there's a strong culture of continuous improvement

#### Level 1 - Manual/Reactive

- Operations is simply responding to stimulus or trial & error
- Ad hoc, fragmented, undefined processes

## Small business operations is complex

For small businesses in particular, operations is the lever that amplifies efficiency, reduces costs, and enhances customer satisfaction. It's a multifaceted beast that requires keen insight, strategic planning, and continuous improvement to master which is why it is often neglected. Leading to statements like:

Move fast, break things, ... we'll fix them later ... We're basically fire fighters and everyday, there's a new fire

There's probably a right way to do this but nobody is sure and this is how I do it

Just get the sales, we'll figure out a better process eventually Our processes cannot keep up with the growth of our business

Our KPIs say we're doing great ... but that's not the reality on ground

Only John Doe knows how that works, he'll deal with it when he's available

## Tailored support for every operational need

Whether you're starting to build out your operations function or are looking to take your efforts to the next level, I leverage my expertise to help small and medium businesses define what efficient operations looks like and execute on initiatives that position operations as a driver of strategic growth for your organization.

Your needs	Strategy Operationalization	Standardization & Scaling	Complexity/ Cost Reduction	Process Improvement & Efficiency
What it might look like	<ul> <li>You have a vision for the future of your business but struggle to translate it into actionable plans</li> <li>Your operations are no longer aligned with your long-term goals</li> </ul>	<ul> <li>Your business is growing rapidly, and is outgrowing your processes</li> <li>You want to get into new markets/products but aren't sure how to adjust operations to support this</li> </ul>	<ul> <li>You notice your operational costs are consistently over budget, but it's unclear where the inefficiencies lie.</li> <li>You're facing cash flow issues due to inefficiencies in your finance processes</li> </ul>	<ul> <li>Your team's time is consumed by tedious, complicated tasks leading to errors and delays</li> <li>Inefficient workflows result in customer complaints about speed and/or quality</li> </ul>
How I can help	<ul> <li>Stand up an operations function that supports your strategy &amp; goals</li> <li>Integrate operations into your day-to-day business</li> </ul>	<ul> <li>Transform your operations function</li> <li>Optimize your processes for your business scenarios &amp; reduce one-off handling</li> </ul>	<ul> <li>Perform root cause analysis to uncover underlying causes of inefficiencies</li> <li>Redesign processes to address issues uncovered</li> </ul>	<ul> <li>Identify &amp; resolve gaps and bottlenecks in your processes</li> <li>Streamline existing processes for efficiency</li> </ul>

# Your Choice, Your Success: Service options that fit

### Fractional Leadership

Ideal for businesses seeking strategic oversight and/or cultural transformation

Embed into your business to stand up or transform your operations. Based on aligned objectives and scope, I will strategically assess your current operational framework, identify areas for improvement, and implement scalable solutions tailored to your unique needs

Minimum duration: 3 months

Monthly retainer, paid twice a month

### **Project Based**

Ideal for addressing specific operational challenges or projects with clear objectives

Join your operations team with a laser-focused approach to operationalize strategy. Based on aligned scope, I will apply my specialized expertise to forge and implement tailormade innovative solutions that deliver your project's goals

Minimum duration: 6 weeks

Monthly/Biweekly retainer, paid biweekly

### **Hourly Rate**

Ideal for targeted situations or questions that require expertise/problem solving

I will be available to provide expert guidance and strategic direction across targeted areas or projects. Time can be uses for consultative discussions, or creation of strategic plans/documents

No minimum duration

\$325/hour, paid in advance

**Interested in learning more?** – check out my <u>previous projects</u>, let my work speak for itself.

Ready to work with me? – Let's have a quick chat so I can learn about you and your specific needs. Grab some time on my calendar here

# Thank You

Learn more about me at: FiziAdvisors.com