



PENNVALLEY  
GROUP

## Engagement Model Methodology

### Strategic Assessment

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- ▶ Review operating environment including assessment of people, processes, systems, tools, metrics and management routines.
- ▶ Identify concerns and challenges.
- ▶ Assess the current state versus the desired state and establish measurable goals and objectives.
- ▶ Provide Gap Analysis, complete with recommendations on how to close gaps and achieve goals.

### Solution Design

2

- ▶ Develop an improved operating model using proprietary PVG Solution Design Framework.
- ▶ Apply output from assessment phase and overlay best practices knowledge.
- ▶ Provide a customized, actionable and comprehensive project plan.
- ▶ Formal approval ensures alignment with organizational goals and practical feasibility.

### Model Development

3

- ▶ Develop infrastructure to support the new operating model.
- ▶ Model includes process improvements, supporting tools and systems enhancements, new or revised metrics, and structured management routines.
- ▶ Create customized training program specific for the new model.
- ▶ Provide a transition plan to ensure effective change management.

### Implementation & Execution

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- ▶ Install the new model to ensure success.
- ▶ Assist with new talent acquisition if needed.
- ▶ Deliver training to new and existing staff.
- ▶ Process revisions, management routines, systems enhancements and revised metrics to validate functionality.

### Sustainability & Optimization

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- ▶ Conduct periodic audits to evaluate compliance and identify new challenges and influences.
- ▶ Recommend enhancements to ensure model adapts to changes and improves over time.
- ▶ Prioritize recommendations and create implementation plan.
- ▶ Assist with implementation as needed.