

REDUCING COSTS AND IMPROVING PERFORMANCE FOR A CHICAGO-BASED NOT-FOR-PROFIT ORGANIZATION

BUSINESS SITUATION

In 2012, our client was facing a budget crisis: projected income was not expected to meet forecasted operating costs. Our client needed to identify ways to reduce costs, improve efficiencies and generate more income.

SOLUTION

To quickly stabilize the revenue to expense imbalance, Beaird Group consultants were called in to help the client analyze its operating structure and identify immediate solutions to lower costs without sacrificing service. Beaird Group helped the organization identify solutions and assisted in securing C-level support and Board approval for these actions. Upon implementation, these actions lowered operating costs to a level that the organization's income was able to support.

The second step of the process was to improve the client's operating performance. Through cross-functional and inter-functional work groups, Beaird Group consultants assisted the client in identifying key performance indicators for operations, finance and development. Using these indicators, managers received immediate feedback about their area's performance and were able to proactively implement changes to align actual performance with planned performance.

The third step of this process was to improve income generation. Beaird Group helped the Development staff create a strategy to achieve its aggressive fundraising goal, develop detailed work plans to accomplish this strategy, and implement a system to track performance to the plans.

IMPACT

With Beaird Group's involvement, our client has been able to stabilize its costs and improve performance. The organization is now relying on data, analysis and strategic decision-making to drive performance and maintain its position as one of the premier organizations serving Chicago's at-risk youth.



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