

Operational Excellence and Process Innovation

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Process Improvement and Operational Excellence

Organizations across BPO, manufacturing, healthcare, and financial services often struggle with inefficiencies, high costs, and recurring quality issues. Our Lean Six Sigma consulting helps you identify waste, streamline processes, and implement sustainable solutions.

With INNOVPH, you don't just learn Lean Six Sigma—you apply it directly to your business challenges. Whether you're looking to reduce cycle times, improve customer satisfaction, or achieve measurable cost savings, we bring the methodology and experience to make it happen.

Industries Served: BPO, Manufacturing, Healthcare, Banking, Shared Services

Common Challenges Solved: High operational costs, process inefficiencies, quality defects, long cycle times

How We Help: Embedding Lean Six Sigma in workflows, identifying waste, streamlining operations, designing improvement roadmaps

Engagement Model & Rates: ₱7,500/hour; flexible project-based pricing available

Free Consultation Process: Book a session → We assess your business case → Propose improvement roadmap

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Strategic Root Cause Analysis

Recurring issues and “band-aid” fixes are common pain points for many organizations. Our consulting service leverages INNOVPH’s proprietary Root Cause Selector Model (RCSM), a structured methodology that filters and prioritizes the most actionable causes for long-term solutions.

Instead of firefighting, your teams will gain clarity on what really drives problems—and how to solve them. We guide you through structured analysis, ensuring focus on measurable and controllable causes that deliver sustainable results.

Industries Served: Manufacturing, Service, BPO, Technology

Common Challenges Solved: Recurring issues, firefighting culture, lack of structured problem-solving

How We Help: Apply RCSM to identify true root causes, filter actionable factors, and build sustainable corrective actions

Engagement Model & Rates: ₱3,500/hour; project-based depending on issue complexity

Free Consultation Process: Book a session → Discuss recurring issues → We show how RCSM filters root causes

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Quality Control

Companies often have data but lack the right tools to make sense of it. Our consulting service helps you embed the 7 QC Tools—Check Sheets, Pareto Charts, Cause-and-Effect Diagrams, and more—into daily operations.

By applying these tools, we enable your teams to reduce defects, improve consistency, and drive continuous improvement. This structured approach empowers data-driven decision-making at all levels of your organization.

Industries Served: Manufacturing, Engineering, FMCG, Services

Common Challenges Solved: Defects, inconsistent quality, lack of data-driven problem solving

How We Help: Implement QC tools in daily operations, create control systems, build improvement culture

Engagement Model & Rates: ₱3,000/hour; packages available

Free Consultation Process: Book → We assess quality issues → Propose QC roadmap

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Risk Identification and Mitigation

Uncontrolled risks often lead to costly failures, compliance issues, or operational downtime. Through our FMEA consulting, we help organizations identify potential failure modes, evaluate their effects, and prioritize actions before problems occur.

From manufacturing and automotive to healthcare and IT, our approach integrates risk analysis directly into your operations. The result: fewer surprises, stronger controls, and improved confidence in your processes.

Industries Served: Manufacturing, Automotive, Healthcare, Banking, IT

Common Challenges Solved: High operational risks, compliance gaps, costly failures

How We Help: Guide teams in applying FMEA to identify, prioritize, and prevent risks

Engagement Model & Rates: ₱3,500/hour; tailored by project scope

Free Consultation Process: Book → Share a process at risk → We propose prevention strategy

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ISO 9001:2015 Quality Management Certification Preparation

Meeting ISO standards can be overwhelming, especially for organizations preparing for audits or compliance certifications. Our consulting services guide you through ISO 9001:2015 implementation, process documentation, and audit readiness.

We help ensure your quality management system is more than just compliance—it becomes a framework for sustainable excellence and continuous improvement.

Industries Served: Manufacturing, BPO, Education, Government, Healthcare

Common Challenges Solved: Compliance requirements, failed audits, lack of standard processes

How We Help: Consulting on ISO implementation, audit readiness, process documentation, and continuous improvement integration

Engagement Model & Rates: ₱4,000/hour; project/retainer available

Free Consultation Process: Book → Assess current QMS → Build ISO roadmap

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Project Management

Many projects fail due to unclear requirements, misaligned stakeholders, or weak monitoring systems. Our consulting service brings structure to project planning, execution, and governance using proven frameworks like PMI and Agile.

Whether you're launching IT initiatives, construction projects, or business transformations, we help you build project structures that deliver on time, within scope, and with impact.

Industries Served: IT, Construction, BPO, Startups, Nonprofits

Common Challenges Solved: Delays, unclear requirements, poor stakeholder alignment

How We Help: Strengthen planning, execution, and monitoring with PMI/Agile/Lean principles

Engagement Model & Rates: ₱3,500/hour

Free Consultation Process: Book → Review project challenges → Customized governance plan

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Business Presentation

Data without a story is just noise. Our consulting services help organizations transform raw data into compelling narratives and visuals that drive decisions.

We work with your teams to turn complex reports into clear insights that resonate with decision-makers. The outcome: better communication, sharper strategies, and faster buy-in from stakeholders.

Industries Served: BPO, Consulting, Marketing, Finance, Tech

Common Challenges Solved: Data-heavy reports not driving decisions, poor stakeholder engagement

How We Help: Transform reports into narratives and visuals for decision-making

Engagement Model & Rates: ₱3,500/hour

Free Consultation Process: Book → Share reporting challenges → We propose storytelling framework

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Executive Presentation

Executives don't need more numbers—they need actionable insights. Our consulting focuses on building executive dashboards and presentation strategies that make data engaging and persuasive.

From board-level updates to strategic reviews, we ensure your data tells a story that influences decisions and drives action.

Industries Served: Executive-level audiences across industries

Common Challenges Solved: Executives disengage from reports, lack of actionable insights

How We Help: Build executive dashboards and presentation strategies for leadership

Engagement Model & Rates: ₱4,000/hour

Free Consultation Process: Book → Assess presentation gaps → Design executive storyboards

Business Transformation Services – Consulting

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Generative AI Tools

AI adoption can feel overwhelming, but it doesn't have to be. Our consulting helps businesses integrate Generative AI tools—like ChatGPT, Copilot, and DALL·E—into everyday workflows to boost productivity and innovation.

We identify the best use cases for your industry, train your teams, and help you build AI-powered solutions that reduce repetitive work and free up time for strategic initiatives.

Industries Served: Shared Services, Marketing, IT, Customer Service

Common Challenges Solved: Low productivity, lack of AI adoption, repetitive tasks

How We Help: Integrate GenAI tools, train teams, improve automation adoption

Engagement Model & Rates: ₱3,500/hour

Free Consultation Process: Book → Identify AI use cases → Build AI roadmap

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Establishing KPI and Performance Metrics

Many companies collect data but struggle to turn it into results. Our consulting services focus on building analytics dashboards, KPIs, and predictive models that directly support your business strategy.

By applying advanced analytics, we help you identify trends, forecast outcomes, and make smarter decisions across sales, operations, and customer experience.

Industries Served: Banking, Retail, BPO, Marketing, Supply Chain

Common Challenges Solved: Data not driving results, lack of analytics adoption

How We Help: Set up analytics dashboards, KPIs, predictive models

Engagement Model & Rates: ₱4,000/hour

Free Consultation Process: Book → Review current data use → Propose analytics roadmap

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Reports and Dashboards

Spreadsheets remain the backbone of reporting, yet many teams still waste hours on manual work. Our MS Excel consulting streamlines your reporting processes, builds automated templates, and equips your teams to work smarter, not harder.

Whether you need simple reporting fixes or advanced dashboard solutions, we deliver Excel systems customized to your business needs.

Industries Served: All industries

Common Challenges Solved: Manual reporting, low Excel literacy, inefficiency in analysis

How We Help: Build automated templates, dashboards, and reporting solutions

Engagement Model & Rates: ₱4,500/hour

Free Consultation Process: Book → Identify reporting inefficiencies → Deliver Excel solutions

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Improving Customer Journey Experience

Customer loyalty is built on consistent and excellent service. Our consulting helps organizations assess their customer journey, identify service gaps, and design programs that uplift service quality and improve satisfaction.

We coach frontline teams, refine processes, and embed a culture of excellence that translates into better customer experiences and higher retention rates.

Industries Served: BPO, Retail, Hospitality, Healthcare, Banking

Common Challenges Solved: Customer complaints, low CSAT/NPS, lack of service culture

How We Help: Assess service journey, design improvement programs, coach teams

Engagement Model & Rates: ₱3,000/hour

Free Consultation Process: Book → Share service gaps → Propose service improvement roadmap