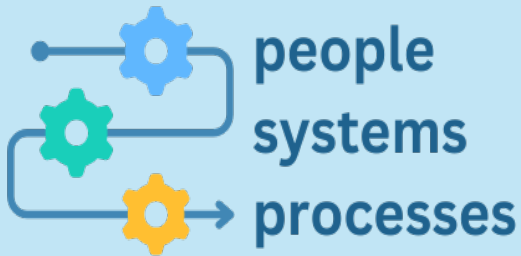


# CASE STUDY



**Project Type:** Operational design & project management

**Duration:** 6 months

**Client Team Size:** 5

## NEIGHBORHOOD NETWORK ALLIANCE

### PROJECT GOAL

This neighbor-centric nonprofit serves the entire South Shore community ~ nearly 53K people are their target audience ~ with “news you can use”, housing advocacy, and building block club capacity. COVID19 pandemic decimated their team they needed to reengineer how their internal teams worked to maintain business operations.

### BUSINESS PROCESS ASSESSMENTS

We worked with leadership, staff and consultants to examine how all services were delivered; we highlighted gaps, deficiencies and opportunities to re-engineer the entire operation to maximize staffing challenges posed by the pandemic.

Using visualized process maps we broke down the operation and recommended more efficient ways to improve team functions & consolidate/re-assign tasks. We created new tools, templates and materials to support changes and conducted trainings across the team to build internal capacity to execute.

### IMPACT STRATEGY

- #1. Rapid execution and implementation of the new people resource strategy.
- #2. Build capacity to leverage virtual networks to keep the community engaged during a critical time.

### TRANSFORMATIONAL IMPACT

The organization leaned-in to implement a new operational strategy leveraging both internal staff and a mix of freelance consultants.



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