



**DILLON MORGAN**  
CONSULTING.

# Company Profile

# Table Of Contents

<b>DILLON MORGAN BACKGROUND AND AREAS OF FOCUS</b>	<b>4</b>
Background	4
About Us	4
Our Mission Statement	4
Our Company Values	5
Areas of Focus	6
<b>BUSINESS PERFORMANCE AND TRANSFORMATION</b>	<b>6</b>
Business Performance and Transformation Use cases	7
Margin Erosion use case	7
Cost of Poor Quality (CoPQ) use case	8
<b>BUSINESS PERFORMANCE AND TRANSFORMATION LEADERSHIP DEVELOPMENT</b>	<b>8</b>
DMAIC Methodology	9
Business Performance and Transformation Leadership development: Modules Covered	9
<b>STRATEGY DEVELOPMENT &amp; INNOVATION WORKSHOPS</b>	<b>12</b>
<b>OFFICE ADDRESS AND CONTACT</b>	<b>13</b>



# Message from our CEO



Dear Reader,

Welcome!

Thank you for taking the time to read our Company Profile. We are grateful to have this opportunity to share more about who we are, what we do, and how we can support you and your organisation.

We are committed to giving you our best to help you transform your organisation to operating at its optimum performance in the shortest time, and at the most economical cost.

Happy Reading!

Kindest regards,

A handwritten signature in black ink, appearing to read 'Mzee Dillon'.

Mzee Dillon  
CEO/Managing Director

# DILLON MORGAN BACKGROUND AND AREAS OF FOCUS

## Background

**Dillon Morgan Consulting (DMC) is an industry leading management consulting firm with experience in helping companies identify efficiencies, reduce their bottom-line costs, and increase in profits.**

DMC was established and Incorporated in the United States in 2015. Our global experience in driving Company wide transformations include exposure to cultures, business challenges, solutions and direct results in areas such as Latin America, North America, Europe, Asia and Africa. Our experience in driving transformation also has depth and breadth, spanning across Industries and functions from Research and Development (R&D), Manufacturing, Supply/Logistics, Procurement, Human Resources, Operations, to Financial Accounting and international standards.

In addition, our consultants are qualified to Lead as well as train individuals to Lead Business Performance and Transformation programs. Our Consultants have certifications in Lean Six Sigma (Black Belt), Project Management (PMI) - PMP, Change Management (PROSCI), and more.

## About Us

We are a diverse group of individuals with a vast experience across industries with a heart to see people and businesses succeed beyond challenges. Therefore, in addition to our Business Performance and Transformation Training (Lean and Six Sigma+) Services, Our Services include a comprehensive discovery to identify gaps and opportunities to help our clients excel in their line of business. At the end of the discovery phase, in our “way forward” recommendations package, we provide a comprehensive report that includes a project plan for implementation with timelines and milestones, a cost analysis, and a proposed implementation schedule to maximise impact.

Lastly, to maintain sustainability, DMC offers customisable governance solutions, and tools that help our clients get “there” quickly and smoothly. That’s how we ensure success.

## Our Mission Statement

Our Mission is to Enable the successful execution of visions and strategies through execution, partnerships and leadership development.

## Our Company Values: Character Matters

Our Business values are founded upon some of the most dear character values to us. P.A.C.T (Passion, Accountability, Commitment to our Customers, and Trust). At Dillon Morgan, we believe Character rests at the foundation of all a person does, and we cannot be the best business partners to our clients if we don't first work on our Core Character principles.

We believe that since Character is the make-up of a person habits and behaviours, then character attributes will display consistently across all engagements and touch-points we encounter in business. Therefore, as our potential client, you should rest assured that you will always receive the same level of excellence in service throughout your engagement and encounters with any and all Dillon Morgan Consultants and employees.

## Our Company Values CHARACTER MATTERS

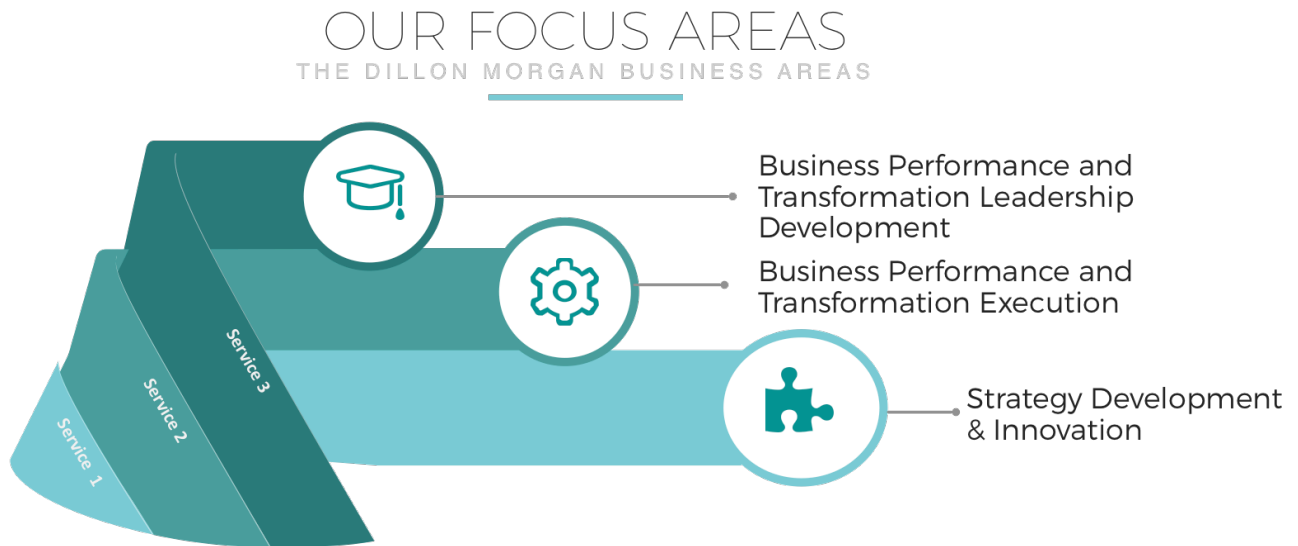


***"Since Character is the make-up of a person's habits and behaviours, then character attributes will display consistently across all engagements and touchpoint we encounter in business"***

*Mzee Dillon  
Dillon Morgan Managing Director and CEO*

## Areas of Focus

Although Dillon Morgan Consulting takes on Engagements in multiple Areas, Dillon Morgan Consulting focus areas are broken into Three main Business Areas:



## BUSINESS PERFORMANCE AND TRANSFORMATION

Business Performance and Transformation is a key Business Area for DMC. In the case that our clients are experiencing performance challenges and process failures that are affecting bottom line profits, **we engage and partner with them and together we work to drive efficiency and profitability into the Organisation.** To successfully aid our clients in the successful execution of their Business Transformation, we partner alongside of them to conduct full root cause analysis (RCA's), utilising on the ground feedback and analysing of quantitative data, to drive improvements to execution.

Our Business Performance and Transformation Business Area has three arms that enable a wholistic approach to driving and establishing continuous improvements in the Organisation. Dillon Morgan Consulting uses these arms in execution as a packaged service to ensure the improvements are sustainable.

Three Arms of DMC Performance and Transformation Business Area:

- Business Performance and Analytics
- Business Process Management
- Business Improvement Management

## Business Performance and Transformation Use cases

The use cases below are examples of typical scenarios that we have worked with clients to resolve. They are written below to create a visual to you the reader of the Company Profile. These are cases that we have handled before and can handle for other organisations as well.

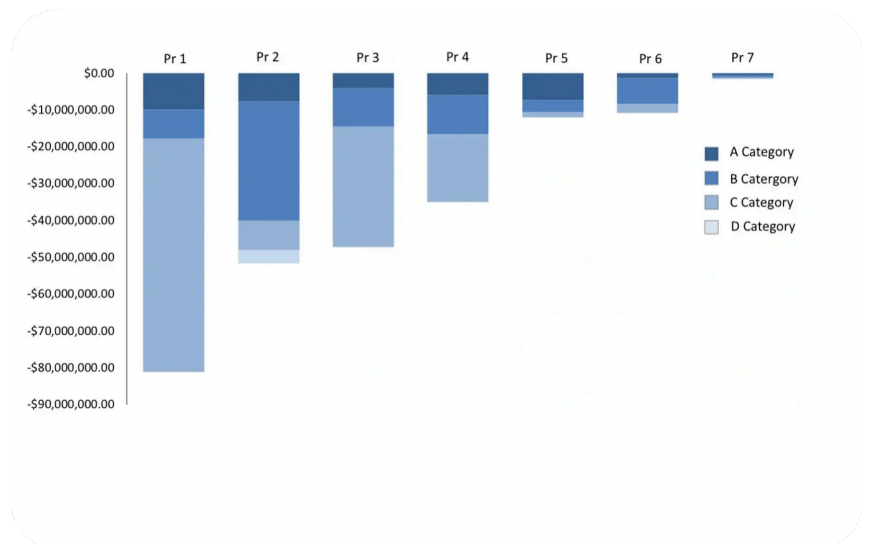
# Business Performance and Transformation Use Cases:

## MARGIN EROSION USE CASE

Have you ever experienced Margin Erosion? Margin Erosion is a bummer... In simple terms, Margin Erosion (sometimes also referred to as Margin Creep) is when an organisation or project planned for a certain profit percentage in a project, but something has now occurred in the project and it is slowly eating out of it's planned profits, and soon could end up taking the project for a complete loss.

Margin Erosion is quite common, in fact many project managers place contingencies on their projects to counter the planned and unplanned potential risks that could take the margins belly up.

There are several reasons as to why projects experience Margin Erosions, and a great number of them can be dealt with in the project planning phase and included in the statement of work (SoW) prior to signing the contract for the project. In our experience, we once conducted an analysis for a company that was carrying over \$250 Million Dollars of Margin Erosion in their live projects.



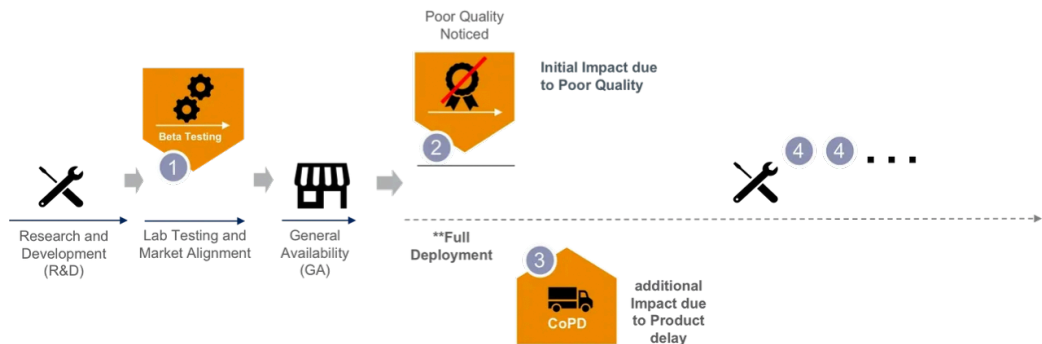
At a different occasion, we once coached a principle Project Manager in Latin America who had the hypothesis that Seasoned project managers (PM) had less Margin Erosion on their projects as compared to the Junior (PM), and after he conducted a further analysis found out that the percentage of Erosion wasn't different at all between the Project Managers. In fact, the way the project was planned and sold had the most significant impact on the Margin Erosion. The challenge however is, one must fully understand the triggers of Margin Erosion in order to plan and reduce them before they occur.

## COST OF POOR QUALITY (COPQ) USE CASE

The image herein is a perfect and real-life example of how companies can experience it today. R&D could be doing a fantastic job in getting all the right specifications for the product to be launched, then the development phase gets completed, all product testing happens and it seems to function appropriately, and so the product is made available for general release, only to find the specs were not fully suitable for the market deployment. This in turn creates additional cost to the project, potential product delays

past the scheduled deployment date, and total embarrassment to the company.

This is a very common scenario that many companies that are geared towards excellence still experience, and can cost millions



of dollars if not dealt with accordingly in the process design and management. The good news is, the biggest turning point for reducing CoPQ has been when an organisation defines what should be counted as CoPQ, and establishes a clear way to measure it continuously. Once CoPQ is routinely measured and a Root Cause Analysis (RCA) is conducted to isolate the true root cause of the heavy “hitters”, the rest is a cake walk, as it now becomes all about ensuring process changes

are implemented and governed to ensure full adoption.



## BUSINESS PERFORMANCE AND TRANSFORMATION LEADERSHIP DEVELOPMENT

Dillon Morgan Consulting is known for its Business Performance and Transformation Training using the Lean Six Sigma DMAIC Methodology which encompasses several globally recognised modules to conduct data analysis, root cause analysis, solution selection, stakeholder management and more.

At DMC, we have found that establishing process “Champions” is one of the best ways to sustain Process and Profit Improvements in an organisation. The Business Performance and Transformation Leadership Development Training is one of the best ways provide the necessary process Management knowledge to these appointed “Champions”.

Overall, our Business Performance and Transformation Leadership Development course will provide the candidate an understanding in Lean Six Sigma, Change Management, Business Analytics, Story Telling, Communications, and more, moreover, the course can be further customised based on the client’s specific Business needs.



## DMAIC Methodology

- **D - DEFINE;** the define phase is the first phase in the Business Transformation Leadership Development Program. During this phase, the Improvement Driver will clearly Define the objective of the transformation and fortify its impact upon the customer and business strategic goals. They will learn how to clearly understand and translate the Voice of the Customer using the Critical to Quality (CTQ) tree, and the Kano Business Model. In this phase the Improvement driver will also learn how to establish project boundaries (scope), define and manage risks, develop business cases as well as define and manage stakeholders.
- **M - MEASURE;** in this phase the Improvement Driver will measure the performance of the Business Process involved, Identifying gaps between current performance and goal performance. How does this process currently perform? Develop a data collection plan for the process. Collect data to establish clear insight to the current challenges being experienced. What is the magnitude of the problem? Compare to initial observations from the business or customer feedback to determine area of further focus.
- **A - ANALYSE;** in the analyse phase, the Improvement Driver will analyse the data collected and perform a deep dive to determine the root causes of the defects and process challenges/ failures being experienced. Once root causes are identified, they will then quantify their impact to the performance in order to reach a decision to close the analyse phase and start improvements.
- **I - IMPROVE;** Once the Improvement Driver has determined what's causing the problem, it's time to implement plans to resolve the root cause(s). The Improve Phase is where the team develops solutions to address performance gaps that were clarified during the analyse phase. Once the solution is developed, the Improvement Driver will then pilot process changes, implement solutions and lastly, collect data to confirm there is measurable improvement.
- **C - CONTROL;** after the solutions have been implemented, how does the Improvement Driver sustain the improvement? In the Control Phase, the team develops a Monitoring and Control Plan to track the success of the updated process and provide a proper governance to ensure process adaptability and performance sustainability.

## BUSINESS PERFORMANCE AND TRANSFORMATION LEADERSHIP DEVELOPMENT: MODULES COVERED

Apart from the 5 Day Lean Six Sigma Course, we also offer single modules that cover specific Core Business Leadership Development areas. These courses have been modularised to accommodate leaders who can only afford to invest so much time to learning in a day/week. The modularisation also creates an opportunity to utilise our reduced costs, which benefits individuals or organisations who are interested in the learning but also keep costs to a minimum.

Below is a detailed list showing some of the modules/sections covered during the Business Performance and Transformation Leadership Development Trainings.

Subject Area/ Skill	Module/ Topics Covered	Course Description	Duration (Hrs)
<b>LEAN - Driving Efficiency</b>	LEAN, 8 Wastes, VSM, Kanban, Push, Pull, 5S, Gemba, Kaizen, Takt Time	At the end of this module the candidate will be able to identify all standard and non standard waste in the business and/or process. The candidate will also have the tools to reduce and eliminate waste where possible.	2
<b>Understanding your Customer</b>	Customer Experience (CX), Customer Journey Mapping, VoC, Kano Model, CTQ, Negotiation Techniques	This module will help the candidate understand how to proactively create the desired CX-Customer Experience, in order to drive sales revenue (as a result of Improved Net Promoter Score). The Candidate will learn to define Customer Profiles, The Value of CX, Customer Journey Mapping, Translating VoC into Objectives, and different types of negotiation Techniques.	2.5
<b>Understanding Business Strategy</b>	VoB, Kano Model, CTQ	This module will help the candidate understand and translate the Voice of the Business into tangible objectives that can be executed upon	1.5
<b>Business Strategy/ Goal Setting</b>	Define Opportunity Statement, Goal Statement, Risk Analysis & Mgmt, Scope Definition, Business Case Development	This module will help the candidate understand how to establish a Business Strategic Vision, Objectives, Set SMART goals, Understand conduct risk analysis, Clearly Scope and define needed Business Case	2
<b>Business Case Development</b>	Business Case Development	This is a single module that guides through the End to End process of developing a Business Case	0.5
<b>Change Management/ Stakeholder Management</b>	Securing Commitment, Stakeholder mapping, communication, house of change, Change Readiness Assessment, Intro to ADKAR Model	From this module the candidate will be able to understand Change and Stakeholder management. The candidate will be able to assess the readiness for change in stakeholders, as well as derive the best strategy to communication and commitment based on the stakeholder's position and profile.	3
<b>Risk Management</b>	Risk Assessment, Planning and Mitigation	After this module, the candidate will be able to understand how to assess potential risks before they materialize, understand their impact/severity and probability, as well as how to develop a risk mitigation plan	1.5
<b>Understanding Process Failure Detection and Failure Proofing</b>	FMEA, Poke Yoke	This module will enable the candidate to identify all potential process failure points along a particular process, as well as how to establish failure proofing points.	2

Subject Area/ Skill	Module/ Topics Covered	Course Description	Duration (Hrs)
<b>Understanding Process Management</b>	Process Definition, Types of Process Maps, process mapping, changing processes, monitoring processes	This module will help the candidate understand how to Manage a process. This includes how to define a process, identify challenges/bottlenecks in a process, how to map a process using the best mapping method for the specific process in question, and how to monitor the process.	2
<b>Introduction to Visual Business Intelligence</b>	Dashboard Design and Implementation	This module will help the candidate understand how to communicate with data. How, where and when to use which chart, how to present and how to design the right dashboard.	4
<b>Understanding Data Analytics</b>	Data collection, Types of data, data sampling, data behaviour, basic statistics, predictive analytics, graphical analysis	This module will enable the candidate to conduct detailed data analysis, utilizing the best data analysis methods to date. The Candidate will also understand data behavior and will be able to perform basic modeling to predict future performance.	4
<b>Root Cause Analysis (RCA)</b>	Fishbone Exercise, Affinity Exercise, 5 Why's Exercise	This module will help the candidate understand the End to End process of identifying the driving factor behind particular performance issues impacting the Business. This driving factor is also referred to as the Root Cause.	4
<b>AGILE- Solution Development (LEAN Start-up) Business Simulation</b>	LEAN Start-up	This Module, also known as LEAN Start-up will help the candidate understand the AGILE approach to solution development, i.e how to develop Solutions in iterative increments.	1
<b>Facilitating a Brainstorming Session - Solution Development</b>	6 thinking Hats, Solution Selection Matrix,	This Module will enable the candidate to understand how to facilitate a brainstorming exercise to develop a solution to a particular opportunity or issue.	1
<b>Understanding Pilot Testing/ Understanding Implementation Planning</b>	Implementation Planning	From this module, the candidate will be able to successfully conduct solution testing, a solution readiness assessment, and learn how to obtain a go-no-go on a solution	1.5
<b>Understanding Business Governance</b>	Sustainability Planning, Portfolio Management, Strategic Planning and Decision Making, Transfer good Practices	After taking this module, the candidate will be able to successfully establish a Governance forum to sustain business performance at desired limits	3

Subject Area/ Skill	Module/ Topics Covered	Course Description	Duration (Hrs)
<b>Business Transformation Leadership (lite) / Lean Six Sigma (White Belt)</b>	All Modules featured above	This 1 Day Course will give the candidate a basic understanding of Business Transformation and Change Management. The course will provide an introduction to LEAN and Six Sigma methodologies, and will enable the candidate to support work streams in the execution of a LEAN Six Sigma Project. <b>Certification</b> will require passing White Belt certification exam offered at the end of the course.	8
<b>Business Transformation Leadership / Lean Six Sigma (Yellow Belt)</b>	All Modules featured above	This 2 Day Course will prepare the candidate to lead work streams in a transformation program. Content will include a summarised version of all modules listed above. <b>Certification</b> will require passing Yellow Belt Certification exam.	16
<b>Business Transformation Leadership / Lean Six Sigma (Green Belt)</b>	All Modules featured above	This 5 Day Course will prepare the candidate to lead an entire transformation program, from project definition, Statistical analysis, Root Cause Analysis, Solution development, to establishing Governance and sustainability. In addition to passing the certification exam, <b>Certification</b> will require driving an improvement project using the DMAIC methodology, and achieving tangible and verifiable financial results	36

## STRATEGY DEVELOPMENT & INNOVATION WORKSHOPS

The Dillon Morgan Workshop facilitation services vary and are customisable to the business needs of the client.

Businesses are constantly having to transform to stay competitive, therefore we assist by partnering with the business to help develop a Long-Term Strategy, as well as short, and mid-term execution plans to enable immediate realisation of the value. Dillon Morgan Consulting conducts strategy development workshops by partnering with business to come up with way forward to lead execution in business from the start up stage, implementation to the completion stage.

In addition, Dillon Morgan Consulting also works with Business to help facilitate innovation, solution development and brainstorming sessions.





**DILLON MORGAN**  
CONSULTING.

## **OFFICE ADDRESS AND CONTACT**

Direct Contact Person;

Mzee Dillon: Managing Director

Phone: +1 945 900 1797

Website: <http://www.dillonmorgan.com>

Email: [mzee.dillon@dillonmorgan.com](mailto:mzee.dillon@dillonmorgan.com)

Address: 101 E. Park Blvd, Suite 600, Plano, Texas, 75074,  
United States of America