

BREAKPOINT CONSULTING GROUP
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Why Us?

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This is how, based on the feedback we get from customers, and our own perceptions, we see ourselves:

	Focus on Understanding and Serving Customer Needs	Efficiency/ Caretakers of the Client's money	Bring all improvement mechanisms to bear on client problems	Customer responsiveness	Experience across large/ small businesses	Experience in different business domains
Breakpoint Consulting Group	Focus on, and understanding customer needs drives everything we do.	Client feedback consistently validates that we meet our goals of providing only needed services.	We integrate Lean, Agile, simulation, and other Operations Research techniques into our CMMI solutions.	Our customers have come to expect overnight or weekend responses when needed.	Our clients vary from 1500 person aerospace companies to 5 person LLCs.	Our clients include aerospace, engineering service, IT service, software development, and agile/ creative companies.
Our Competition	Vary from focus on the customer to an overt focus on embedded consulting processes.	Few, if any, of our competitors are known for consciously "leaving money on the table".	Few CMMI consulting companies practice such a broad range of improvement methods.	We don't know of any competitors that will commonly respond outside normal duty hours.	CMMI consulting companies tend to be focused either on large or small businesses.	Most of our competitors are experience in at least two business domains.

We practice lean operations

We practice what we preach. While the CMMI provides an elegant and inclusive framework for all service and development operations, we practice Lean Operations, allowing us to reduce overhead and variable costs, decrease timelines, integrate technologies, and improve data flow and data management. We pass these savings along to our customers.

We understand how to serve both small and large companies

Our largest customer to date employs almost 1500 people to design, develop, and manufacture very advanced technology systems. Our small customer averages 10 people – so we know how to apply the CMMI in a small-company environment. This know-how allows small companies to take advantage of tacit knowledge, interpret CMMI practices in a manner that doesn't unnecessarily tax small companies, and work with us to apply our lean consulting and appraisal approaches.

Our customers love us

With very few exceptions, our customers love our consultants and the way we do business. The (vey) few exceptions are those clients that do not understand the CMMI to the degree that we can find a common language for consultation. These occasions are very rare, but they do occur. Suffice it to say that the growth of our business has relied entirely on the unsolicited references provided by our customers. We remain both surprised and delighted at these unsolicited actions that have enabled us to double our business base in the past two years.

We are a Servant Company

We are a founding member of the emerging Servant Company Foundation, whose members are committed to the following:

- Value the customer's needs above our own, even if it means we lose money.
- Share the profits of our endeavors with the people who made it possible: our employees.
- Practice honesty and integrity with our clients, ourselves, and our competition.
- Compete by making our company perform better – not be belittling the performance of our competitors.
- Commit to the continuous improvement of our services, and the sharing of that knowledge with the community.
- Do not provide consultation or services that may lead to harm to the environment.



**JEFFREY L. DUTTON
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