

Bracken Process Consulting

Streamline Operations • Standardize Workflows • Drive Results

What I Do

I help organizations improve operational efficiency, eliminate waste, and build standard processes that scale. Using Lean Six Sigma, SOP development, KPI design, and automation strategies, I support teams in achieving consistent and measurable results.

Core Services

- SOP & Workflow Documentation – Clear, repeatable processes that support training & scaling
- KPI & Dashboard Design – Define metrics and build reporting that drives accountability
- Process Improvement & Kaizen Facilitation – Identify bottlenecks and waste, accelerate results
- Automation Mapping & Playbooks – Identify automation opportunities & create execution plans

Pricing

Hourly: \$65–\$75/hr | SOP Packages start at \$300 per document

Contact

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Case Study: SOP Standardization, KPI Design & Automation Roadmap

Client: Healthcare Services Organization

Challenge: Lack of standard operating procedures, inconsistent reporting, and manual work slowing delivery

Approach:

- Conducted discovery sessions with department leaders
- Mapped current workflows & identified variation and waste
- Developed SOP templates and documented key workflows
- Defined KPI and dashboard standards to align accountability
- Built automation readiness checklist and prioritization model

Results:

- 15+ SOPs created across core workflows
- 5 key KPIs implemented to track cycle time, accuracy, and throughput
- 40% reduction in process variation
- Automation roadmap identifying 6 high-value automations

Outcome:

Consistent execution, clearer accountability, and faster onboarding — with ready-to-implement automation opportunities that reduce manual effort.

■ Want similar results? Let's connect.