

# Operational Excellence Strategies, LLC., EDWOSB, MDE/DBE/SBE (DBA: OpX Strategies)

## Company Overview

OpX Strategies is a design thinking-based strategic planning, business transformation, and training development consulting firm with sound technical skills, analytical ability, good judgment, and a strong operational focus.

Experienced in:

- ✓ conducting analysis of future trends and forecasts to identify promising business initiatives
- ✓ providing analytical expertise to observe, identify, and address patterns in the internal and external operating environment that could emerge as barriers to organizational success
- ✓ prioritizing strategic gaps and developing relevant solutions to address business needs
- ✓ managing business process transformation and providing a systematic approach to transition from the current state to the future state at both the program and project level
- ✓ utilizing design thinking approach to develop innovative insights and move ideas to action
- ✓ integrating projects into the overall system to ensure sustained success

Karin DeLaitch, President, is a dedicated strategic and operational excellence professional with over 22 years' progressive experience driving planning, programming, and transformation initiatives in the private and public sectors. Thirteen years of progressive responsibility in engineering and management at General Motors developed her knowledge and skills in strategic planning and global benchmarking. During her time contracting at The Department of the Treasury, she managed business transformation and provided a systematic approach to transition from current state to the future state. At Veterans Administration (VA), she refined her analytic expertise to observe, identify, and address patterns in the internal and external operating environment influencing VA's mission, strategy, and priority goals.

## Contact Info

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## Company Profile



- Business and Management Consulting
- DUNS Number: 081264398
- Cage Code: 84NK4

## Service Offerings

- Business Transformation
  - Process Design
  - Process Improvement
  - Process Reengineering
  - Process Standardization
- Strategic Planning
- Design Thinking Facilitation
  - Challenge Status Quo
  - Building Creativity
  - Design for Strategy
  - Design for Innovation
  - Design for User Experience
- Training Material Development

## NAICS Codes

**541611** (*Primary*) Administrative Management and General Management Consulting Services: Strategic Planning; Business Management

**541330** Engineering Services: Industrial Engineering

**541612** Human Resources Consulting Services

**611430** Professional and Management Development Training

## Select Customers:

Veterans Administration  
The Department of the Treasury  
Montgomery County Community College  
General Motors

***OpX Strategies welcomes Government Purchase Card orders and Simplified Acquisitions***

## Past Performance

### Design Thinking

Developed a user-friendly **Veterans Benefits Administration (VBA)** cost allocation model to fairly and equitably distribute \$23 million among state agencies. Applied design thinking principles to create rapid prototypes, test, and refine ideas until a desirable, feasible, and viable model was achieved. The final version significantly reduced VBA's effort to update cost allocation on an annual basis.

### Strategic Planning

Created and implemented a Five-year Strategic Workforce Planning Process addressing 150,000 **VA** employees in mission critical occupations. All the project's key strategic planning issues addressed one or more of the VA Strategic and Priority Goals and one or more mission critical operation.

*"Karin DeLaitsch played an integral role in integrating the process into the planning, programming, budgeting, and execution system within VA." – Bill Cioffi, WP Cioffi Engineering Management, Inc.*

Secured a \$5.5 million investment in operations consolidation at **General Motors, Corp.** Led the effort that completed five-year strategic plans, attained global benchmarking goals, and accomplished lean manufacturing objectives. Achieved \$800,000/yr. direct labor savings, \$1,000,000/yr. indirect labor savings, \$500,000/yr. maintenance savings and prolonged the business ten years. Improved productivity 8% through equipment modifications as a result of global benchmarking for best practices.

### Business Transformation

Completed current state analysis, future state recommendations, implementation plans, and standard operating procedures for **The Department of the Treasury**, Bureau of Fiscal Services (BFS). As part of the Federal Government's paperless initiative, Karin DeLaitsch teamed to improve the financial and regulatory review process for Surety Companies from a highly intensive paper system to an electronic documentation review process. The business process improvement not only eliminated storage of paper records for 300 companies submitting financial documents on a quarterly and annual basis, but it improved the financial analyst's overall review time by 700%. BFS also benefited from a similar process improvement effort for Judgment Fund.

*Recognized by Line-of-Sight, LLC. for maintaining an optimistic attitude and delivering results in a work environment of impending reorganization, physical relocation, ongoing union grievance, and low employee morale.*

### Training

Wrote content for eleven workforce planning courses to be used by 400+ **VA** workforce planners; evaluated training effectiveness using the Kirkpatrick model; and evaluated the overall competency assessment process used within VA. All materials were developed to be ADA 508 compliant.

Delivered standard operating procedures and training packages to **Treasury** to accommodate an immediate need to train new workers as a wave of knowledge workers retired.