



Innovative Solutions to Management Issues

INSIDE

Firm Overview 1
Diverse Industries Served 1
Management Services 2
Our Corporate Philosophy 2
KH Serves Its 200th Client 3
Master Agreements 5
A WBE, Local, and Small Business 5
Strategic Alliances 5
KH's Clients Represent Diverse Locations 6

KH Know-How

Inquiries about our services may be directed to:

Gayla Kraetsch Hartsough, Ph.D., President



MANAGEMENT CONSULTANTS

1901 Avenue of the Stars
Suite 200

Los Angeles, CA 90067

tel 310.203.5417

fax 310.203.5419

info@khcg.com

www.KHConsultingGroup.com

KH Core Consultants and Staff:
Gayla Kraetsch Hartsough, Ph.D.
Charlotte Maure, Vice President
Robert Schilling, Vice President
Heather Sims, Vice President
Jeffrey Hartsough
Yvonne Nguyen

FIRM OVERVIEW

Since our inception in 1986, KH Consulting Group (KH) has served more than 200 clients located in 25 states and 9 foreign countries. As a management consulting firm, KH offers services in strategic planning, organizational design, process improvements, human resources, management audits (including ethics and social responsibility), and accountability and performance measurements.

Our clients benefit from our ability to undertake unique assignments, introduce new management concepts, and adapt approaches proven effective elsewhere. We work closely with management to identify problems and improve performance by applying sound concepts and developing practical recommendations. Our clients value our diverse and distinctive problem-solving capabilities.

KH has served more than 200 clients located in 25 states and 9 foreign countries.

“Small opportunities are often the beginning of great enterprises.”

– Demosthenes

DIVERSE INDUSTRIES SERVED

KH's assistance is effective because of our consultants' expertise and our familiarity with similar problems and responses in a variety of settings in the United States and abroad.

Private Sector Industries

Our private sector clients represent a spectrum of industries, including: entertainment, financial services, food, health care, high technology, insurance, manufacturing, oil refining, professional services (law, consulting, engineering), real estate, telecommunications, transportation, and utilities (electric, water, and gas).

Public Sector Organizations

Our public sector clients include airports, the arts, public colleges and universities, federal government, city and county government, not-for-profit organizations, public health care, ports, public schools, and public utilities (water and electric).

Quasi-Public/Private

Among our clients are many quasi-public/private entities – e.g., enterprise governmental agencies (utilities, ports, or federal banks), Public Utility Commission (PUC) regulated companies (utilities, telecommunication companies, etc.), and private educational enterprises facing stiff competition.

These entities must apply business strategies to remain competitive in a government-regulated environment. They realize that they need to be “run like a business” and find the unique knowledge and approach KH brings to projects advantageous.

MANAGEMENT SERVICES

KH is a full-service management consulting firm, offering services in:

Strategic Planning, Innovation, and Marketing

- Development of innovative long-term strategies and short-term tactics
- Definition of policies, objectives, and goals
- Strategic planning
 - Mission, vision, and values
 - Environmental scans that assess strengths, weaknesses, opportunities, and threats (SWOT)
 - Evaluation of available options
 - Benchmarking
 - Strategic priorities
 - Assessment of resources (staffing, capital, facilities, etc.) and competencies to achieve strategic directions
 - Strategic planning workshops
- Market research and opinion surveys
- Marketing strategies
- IT strategic planning
- Contingency/disaster recovery plans

Organizational Planning, Design, and Development

- Definition of basic mission and major functions
- Organizational planning and design
- Delineation of decision-making and accountability responsibilities
- Role and composition of Boards of Directors/Trustees
- Analysis of multiple tiers of an organization or specific functions within it by:
 - Appraising existing organizational arrangements
 - Evaluating alternatives, including decentralization or centralization of key services
 - Proposing structure and staffing requirements
- Efficiency reviews and operations studies to improve productivity and expedite processes
- Implementation of organizational change, including mergers
- Performance reviews, operational audits, and management audits
- IT governance
- Process reengineering

“If opportunity doesn’t knock, build a door.”

– Milton Berle

Coalition Building and Stakeholder Engagement

- Consensus building, involving one or multiple enterprises or consortiums
- Identification and convening of coalition participants and development of strategies
- Developing a sustainable collaborative model for dialogue, decision-making, and action
- Building buy-in to mission, vision, strategy, resource, and structural alignment across participant organizations
- Internal and external stakeholder input
 - Town hall meetings, workshops, and open forums
 - Q² (qualitative and quantitative) focus groups
 - Organizational culture surveys
 - Stakeholder surveys

Human Resources

- Leadership development and training
- Team-building and executive coaching
- Salary administration studies:
 - Compensation surveys
 - Incentive strategies and compensation plans
 - New classification structures
- Staff planning, forecasting, and implementation strategies
- Management succession plans and career planning
- Performance appraisal systems, including 360° designs
- Employee communication programs
- Recruitment strategies

OUR CORPORATE PHILOSOPHY

KH has a corporate philosophy that emphasizes a strong commitment to our clients. Our charter is to:

- Serve our clients in achieving their objectives
- Offer practical and achievable recommendations
- Establish a rapport that makes our final recommendations shared conclusions
- Enable our clients to accomplish specific objectives for reasonable investments of time and money
- Treat the information developed during the course of our work confidentially
- Document our findings and recommended actions in well-honed reports that serve as useful references during implementation
- If needed, assist in implementing the recommendations

Because of our philosophy, KH delivers customized work in close cooperation with our clients. Gayla Kraetsch Hartsough, Ph.D., KH President, is frequently involved in projects and takes personal responsibility for their success.

KH CLIENTS

KH has served more than 200 clients. The number of client engagements significantly exceeds this number since we often assist with implementation and perform follow-up studies for clients.

Action on Smoking and Health (ASH)
 Advantage Printed Sportswear
 AECOM Technology Corporation
 Allan Hancock Joint Community College District (AHJCCD)
 Arizona Nuclear Power Project of Arizona Power Company
 Auto Giant
 Automobile Club of Southern California
 Bank of America
 Bernard Krief (France)
 Beverly Hills, City of
 Blue Cross of California
 Blood Systems, Inc.
 Cabrillo Crane & Rigging
 California State University System
 CalOptima
 Carlsbad, City of
 Chabot-Las Positas Community College District
 Childrens Hospital Los Angeles (CHLA)
 China, Republic of, Government
 Jiangsu
 Shenzhen
 City Electric
 Community Redevelopment Agency of the City of Los Angeles (CRA/LA)
 Confidential Client (a large international engineering and consulting firm)
 Confidential Client (IT)
 Consortium of Health Insurance Carriers
 Contra Costa Community College District (CCCCD)
 Daimler Chrysler Canada Inc.
 Day Runner, Inc.
 D.C. Credit Services
 Denver, City and County of
 Denver Rose Medical Center
 Dix-See Sales
 Dean Witter Reynolds
 Dynasty Classics
 Eastern New Mexico University
 Edison International:
 Customer Service Business Unit
 Customer Energy Services Division
 Health Care Department
 Edutrain Charter School
 El Camino College
 Employers' Health Care Coalition of Los Angeles
 Everex, Inc.
 FactorNine
 Federal Home Loan Bank of Boston
 Federal Housing Finance Board and the 12 Federal Home Loan Banks
 First 5 LA (Los Angeles County Proposition 10 Commission)
 First Boston Corporation
 GE Capital – ResCom
 The Gas Company

The Getty Conservation Institute
 Glendale Community College District
 Glendale (California) Unified School District, Board of Education
 Home Express, Inc.
 Hong Kong Shanghai Bank Corp. (Singapore)
 HQ Office Supply
 Illinois Power Company
 Indonesia, Government
 Iowa Board of Regents
 Iowa State University
 ITT Canon and ITT Gilfillan
 James Gile and Company
 Kaiser Permanente
 Kern Community College District (KCCD)
 LA★Vets
 Long Beach Community College District
 Los Angeles Regional Adult Education Collaboration (LARAEC)
 Los Angeles City Employees Association (LACEA)
 Los Angeles, City of:
 Bureau of Engineering
 City Council
 Department of Airports
 Department of Building and Safety
 Department of City Planning
 Department of Transportation
 Department of Water & Power
 Development Reform
 General Services Department
 Harbor Department
 Los Angeles Police Department (LAPD)
 Office of the Chief Legislative Analyst (CLA)
 Office of the City Administrative Officer (CAO)
 Office of the Controller
 Office of the Mayor
 Personnel Department
 Recreation and Parks (RAP)
 Los Angeles Coalition for Linked Learning (LACLL)
 Los Angeles Community College District (LACCD):
 Office of the Chancellor
 East Los Angeles College
 Los Angeles Trade-Technical College
 Los Angeles, County of:
 Ad Hoc Panel on the Management Appraisal and Performance Plan (MAPP)
 Agricultural Commissioner/Weights & Measures Department
 Auditor-Controller
 Board of Supervisors
 Executive Office for the Board of Supervisors
 Assessment Appeals Division in the Executive Office
 Community Development Commission (CDC)
 Department of Beaches & Harbors (DBH)
 Department of Children and Family Services (DC&FS)
 Department of Health Services (DHS)
 Department of Human Resources (DHR)
 Department of Public Health
 Department of Public Social Services (DPSS)
 Department of Public Works (DPW)
 Department of Regional Planning (DRP)
 Information Technology Service
 Internal Services Department (ISD)
 Office of the Assessor
 Office of the Chief Executive Officer (CEO)
 Office of the Registrar-Recorder

Office of Small Business/Small Business Commission
 Office of Unincorporated Area Services (OUAS)
 Public Library
 Sheriff's Department
 Treasurer and Tax Collector (TTC)
 Los Angeles County Civil Grand Jury
 1999-2000; 2000-2001; 2002-2003; 2003-2004; 2004-2005;
 2005-2006; 2006-2007; 2007-2008; and 2011-2012
 Los Angeles Department of Water & Power (DWP)
 Los Angeles Higher Education Roundtable
 Los Angeles Homeless Services Authority (LAHSA)
 Los Angeles Metro
 Los Angeles Regional Adult Education Consortium (LARAEC)
 Los Angeles Unified School District (LAUSD)
 Los Angeles World Airports (LAX, ONT, VNY, PMD)
 Marriott Corporation
 Marymount College
 Matco
 Maui & Sons
 Mayo Clinic Scottsdale (MCS)
 Megabazaar
 Metrolink
 Metropolitan Water District of Southern California
 Modern Mode
 Montgomery Watson Americas, Inc.
 National Coach
 National Medical Fellowship (NMF)
 National Mental Health Association of Greater Los Angeles
 Northwestern University/Evanston Research Park
 OC Parks
 Ocean Pacific Sunwear, Ltd.
 Orange, County of, Department of Human Resources
 Orange County Transit Authority (OCTA)
 Omniplan, City of West Covina (California)
 Pak-Poy & Kneebone, Ltd., of Australia
 Pasadena Senior Center
 Pico Rivera, City of
 Pink's Famous Chili Dogs
 Pioneer Refining (Singapore)
 Port Authority of New York-New Jersey (including JFK, LGA,
 EWR, TEB airports)
 Port of Long Beach
 Port of Los Angeles
 Port of Oakland (including OAK airport)
 Public Health Foundation Enterprises, Inc.
 Queen's Health Care Plan
 Radnet (Medcom)
 Real D Cinema
 Rice and Siegel Law Firm
 SRI International
 SAG-AFTRA
 San Bernardino, County of, General Services Group,
 Department of Information Services
 San Diego Unified Port District
 San Francisco Community College District
 San Jose/Evergreen Community College District
 Saudi Arabia
 Ministry of Higher Education
 Saudi Arabian Marketing and Refining Company (SAMAREC)
 Scientific Micro Systems (SMS)
 Sega of America

Servatron
 Shorebreak Unlimited Inc.
 Sierra West – Big Dogs
 Siller Brothers, Inc.
 Small Business Development Center (SBDC) Network
 Snell and Wilmer Law Firm
 South Australia Department for Transport, Energy and
 Infrastructure
 Southern California Tees
 South Los Angeles Transit Empowerment Zone (SLATE-Z)
 Southland Master Distributors
 Southwestern College (Chula Vista, CA)
 Special Olympics of Southern California (SOSC)
 St. John's Regional Medical Center (Oxnard, CA)
 St. Joseph's Hospital and Medical Center (Phoenix, AZ)
 State of California, Office of the Chancellor for the Community
 Colleges
 Systems & Computer Technology Corp. (SCT)
 Taiwan Federal Government, National Civil Service Institute
 Tehachapi Valley District Hospital (California)
 Telecommunication Management International (TMI)
 Telstra Enterprise & Government (Australia)
 Texas Utilities Electric (TU)
 Tierra del Sol
 Traditional Industries
 Transamerica Pension Services
 Travelers Insurance
 TW Graphics
 Unitel (Canada)
 University of California at Los Angeles (UCLA):
 Campus Human Resources (CHR)
 Campus Police
 Custom Programs & Corporate Education Programs
 Executive Education
 Facilities Management and Environmental Health
 Student Affairs
 University of Nevada Las Vegas (UNLV)
 University of Iowa
 University of Northern Iowa
 University of the Pacific
 University of Southern California (USC):
 Facilities Maintenance and Operation
 International Public Policy and Management (IPPAM)
 Norris Cancer Center
 Parking and Transportation Services
 U.S. Department of Health and Human Services (DHHS):
 Health Care Financing Administration (HCFA)
 Health Resources and Services Administration (HRSA)
 U.S. Department of Labor, Employment and Training
 Administration
 U.S. Veterans Administration, Sepulveda VA Medical Center
 Van de Kamps Bakery
 Ventura County Community College District (VCCCD)
 Washoe Medical Center (Nevada)
 W. M. Keck Foundation
 World Vision International
 Zenith Insurance

MASTER AGREEMENTS

KH has the following Master Agreements with governmental agencies:

- **Office of the Chief Administrative Officer, County of Los Angeles:** Strategic Planning, Customer Service, Performance Measurement, and Special Studies
- **Office of the Auditor-Controller, County of Los Angeles:** Management Audits and Special Studies
- **Office of the Controller, City of Los Angeles:** Management Audits and Special Studies
- **Los Angeles World Airports (LAWA):** Audit Services
- **LA Metro:** Audit Bench
- **University of California, Office of the Chancellor**
- **Port of Los Angeles:** Master Agreement for Management Consulting Services
- **State of California, Department of General Services (DGS):** Master Agreement to perform Business Management Consulting Services

To be certified as a firm capable of conducting performance reviews or management audits, KH has completed several Peer Review processes, as per the U.S. Government's Yellow Book requirements.

A WBE, LOCAL, AND SMALL BUSINESS

For our Public Sector clients:

- KH meets the requirements of the U.S. Federal Government, State of California, City of Los Angeles, and County of Los Angeles as a Small Business Enterprise (SBE)
- KH is recognized by the City of Los Angeles and County of Los Angeles as a Local Small Business Enterprise (LSBE) and Community-Based Enterprise (CBE) respectively
- KH is certified as a Women Business Enterprise (WBE) by various agencies within California and in other states
- KH has been designated by some agencies as a Disadvantaged Business Enterprise (DBE)

“The secret of change is to focus all of your energy, Not on fighting the old, But on building the new.” – Socrates

STRATEGIC ALLIANCES

KH began developing strategic alliances in the mid-1980s as a means of bringing needed expertise to client engagements at reasonable costs. In addition to KH's core of professional project managers and consultants, we maintain continuing relationships with consulting firms and professionals practicing in specialized areas. If appropriate, these professionals are engaged as consultants on our KH study teams. The routine blending of experienced KH consultants and expert outside consultants has enabled KH to respond to a wide range of requests for services. It permits KH's team to consider complex, controversial issues in a professional and conceptually sound manner.

Over the years, KH has worked on projects with:

- ACCENTURE
- APM
- ARTHUR D. LITTLE AND COMPANY
- BARRINGTON WELLESLEY GROUP (BWG)
- BERNARD KRIEF MANAGEMENT CONSULTANTS (FRANCE)
- BOOZ ALLEN HAMILTON
- CLAREMONT STRATEGIES GROUP
- DAVID M. GRIFFITH & ASSOCIATES
- DELOITTE
- EPSTEIN & FASS
- FIRST BOSTON CORPORATION
- GE CONSULTING
- HARVEY ROSE ACCOUNTANCY CORPORATION
- HUMAN CAPITAL DEVELOPMENT (HCD) (Singapore)
- NEW DAY MANAGEMENT GROUP
- HERRON INTERNATIONAL (THE JCM GROUP)
- PAK-POY & KNEEBONE CONSULTING ENGINEERS (ADELAIDE, AUSTRALIA)
- RONALD DOADES & COMPANY
- SCHILLING & MAURE
- SEDGEWICK
- STONE & WEBSTER MANAGEMENT CONSULTANTS INC. (SWMCI)
- TELECOMMUNICATION MANAGEMENT INTERNATIONAL (TMI)
- TOWERS WATSON (formerly TOWERS PERRIN)
- URS GREINER

“Unless commitment is made, there are only promises and hopes... but no plans”

– Peter Drucker



KH'S CLIENTS REPRESENT DIVERSE LOCALITIES

UNITED STATES

Alabama

Tuskegee

Arizona

Phoenix
Scottsdale

California

San Francisco Bay Area

Evergreen
Livermore
Martinez
Menlo Park
Oakland
Pittsburg
Pleasanton
San Francisco
San Jose

Greater Los Angeles Area

Burbank
Culver City
East Los Angeles
Glendale
Inglewood
Long Beach
Los Angeles
Monrovia
Montabello
Pasadena
Pico Rivera
Rosemead
San Bernardino
San Pedro
Santa Monica
**Orange/San Diego
County Area**
Carlsbad
Fullerton
Garden Grove

Orange
San Diego
Santa Ana
**Santa Barbara/
Central Valley**

Bakersfield
Oxnard
Porterville
Ridgecrest
Santa Barbara
Santa Maria
Stockton
Tehachapi

Colorado

Denver

Connecticut

Hartford

District of Columbia

Washington, D.C.

Florida

Tallahassee

Georgia

Atlanta

Hawaii

Honolulu

Illinois

Evanston
Decatur

Indiana

Bloomington

Iowa

Ames
Cedar Falls
Des Moines
Iowa City

Louisiana

New Orleans

Maryland

Bethesda
Rockville

Massachusetts

Boston
Cambridge

Michigan

Detroit

Nevada

Las Vegas
Reno

New Jersey

New Mexico

Portales
Roswell
Ruidoso

New York

New York City

Pennsylvania

Philadelphia

Texas

Dallas
Houston

Tennessee

Nashville

Virginia

McLean

Wisconsin

Madison

OTHER COUNTRIES

Australia

Adelaide, South Australia
Sydney, New South Wales

Canada

Bramalea, Ontario
Brampton, Ontario
Toronto, Ontario
Vancouver, British
Columbia

China

Jiangsu
Shenzhen

Vancouver Czech Republic

Prague

France

Paris

Saudi Arabia

Jeddah

Singapore

Taiwan

Taipei

*“Success is not final; failure is not fatal:
It is the courage to continue that counts.”*

– Winston S. Churchill

Additional descriptions of KH firm capabilities, including a general KH firm brochure, are available upon request.

KH Consulting Group

1901 Avenue of the Stars, Suite 200
Los Angeles, CA 90067

tel 310 203.5417

fax 310 203.5419

info@khcg.com

www.KHConsultingGroup.com