New S Letter

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KH Consulting Group, Management Consultants

Innovative Solutions to Management Issues

FIRM OVERVIEW

Since our inception in 1986, KH Consulting Group (KH) has served more than 200 clients in 25 states and 6 foreign countries. As a management consulting firm, KH offers services in strategic planning, organizational structures, business process reengineering, 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 in 25 states and 6 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 and gas).

Public Sector Organizations

Our public sector clients include airports, the arts, 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 educational enterprises facing stiff competition.

These entities must apply private sector business strategies and techniques 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

Since 1986, KH has completed management studies in 25 states and 6 foreign countries – Australia, Canada, the Czech Republic, France, Saudi Arabia, and Singapore. KH is a full-service management consulting firm, offering:

Strategic Planning, Innovation, and Marketing
- Development of innovative long-term strategies and short-term tactics
- Definition of policies, objectives, and goals
- Strategy and market planning
  - Assessment of strengths, weaknesses, opportunities, and threats (SWOT)
  - Environmental scans
  - Evaluation of available options
  - Market and competitive assessment
  - Assessment of resources (staffing, capital, facilities, etc.) and competencies to achieve desired strategic directions
- Market research and opinion surveys
- Strategic planning retreats
- Marketing strategies
- Mergers and acquisitions

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 the most effective structure and staffing requirements
- Management audits
- Efficiency reviews and operations studies to improve productivity and expedite administrative processes
- Implementation of organizational change, including mergers
- Assessment of employee attitudes (corporate culture)
- Operational audits
- Organizational performance reviews
- Business process reengineering

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

Information Technology (IT)
- Strategic IT planning
- Preparation of IT policies
- IT governance
- IT reengineering
- Hardware and software evaluation and vendor selection
- Analysis of outsourcing options, time sharing, etc.
- IT project planning, management, and control
- IT productivity improvement, quality enhancements, and cost control
- Contingency/disaster recovery plans

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 firm 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 SERVES ITS 200TH CLIENT

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 (ANPP) of Arizona Power Company
Auto Giant
Automobile Club of Southern California
Bank of America
Bernard Krief
Beverly Hills, City of
Blue Cross of California
Blood Systems, Inc.
Cabrillo Crane & Rigging
California State University System
Chabot-Las Positas Community College District (CLPCCD)
Childrens Hospital Los Angeles (CHLA)
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):
  - Los Medanos College (Pittsburg, California)
  - Office of Chancellor
DaimlerChrysler 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 (California) Unified School District, Board of Education
Home Express, Inc.
Hong Kong Shanghai Bank Corp. (Singapore)
HQ Office Supply
Illinois Power Company
ITT Canon and ITT Gilfillan
James Gile and Company
Kaiser Permanente
Kern Community College District (KCCD)
LA★Vets
Long Beach Community College District, Small Business Development Center (SBDC) Network
Los Angeles City Employees Association (LACEA)
Los Angeles, City of:
  - City Controller
  - City Council
  - Department of Airports
  - Department of Transportation
  - General Services Department
  - Harbor Department
  - Los Angeles Police Department (LAPD)
  - Office of the City Administrative Officer (CAO)
  - Personnel Department
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 Children and Family Services (DC&FS)
  - Department of Health Services (DHS)
  - Department of Human Resources (DHR)
  - Department of Public Health
  - Department of Public Works (DPW)
  - Department of Regional Planning (DRP)
  - Information Technology Service
  - Internal Services Department (ISD)
  - Office of the Chief Administrative Officer (CAO)
  - 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 Grand Jury:
1999-2000 Grand Jury
2000-2001 Civil Grand Jury
2002-2003 Civil Grand Jury
2003-2004 Civil Grand Jury
2004-2005 Civil Grand Jury
2005-2006 Civil Grand Jury
2006-2007 Civil Grand Jury
2007-2008 Civil Grand Jury
Los Angeles Department of Water & Power (DWP)
Los Angeles Higher Education Roundtable
Los Angeles Unified School District (LAUSD)
Los Angeles World Airports (LAX, ONT, VNY, PMD)
Marriott Corporation
Marymount College
Matco
Mau & Sons
Mayo Clinic Scottsdale (MCS)
Megabazaar
METRO (Los Angeles)
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 (NMHA)
Northwestern University/Evanston Research Park
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
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 (California)
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
San Bernardino, County of, General Services Group, Department of Information Services
San Diego Unified Port District
San Francisco Community College District (SFCCD)
San Jose/evergreen Community College District (SJECCD)
Saudi Arabian Marketing and Refining Company (SAMAREC) (Jeddah, Saudi Arabia)
Scientific Micro Systems (SMS)
Sega of America
Servatron
Shorebreak Unlimited Inc.
Sierra West – Big Dogs
Siller Brothers, Inc.
Snell and Wilmer Law Firm
South Australia Department for Transport, Energy and Infrastructure
Southern California Rapid Transit District (RTD)
Southern California Tees
Southland Master Distributors
Southwestern College (Chula Vista, CA)
Special Olympics 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)
Tehachapi Valley District Hospital (California)
Telecommunication Management International (TMI)
Telstra Enterprise & Government (Australia)
Texas Utilities Electric (TU)
Traditional Industries
Transamerica Pension Services
Travelers Insurance
TW Graphics
Unitel (Canada)
University of California at Los Angeles (UCLA):
  Campus Human Resources (CHR)
  Campus Police
  Facilities Management and Environmental Health
  Student Affairs
University of Nevada Las Vegas (UNLV)
University of the Pacific
University of Southern California (USC):
  Facilities Maintenance and Operation
  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)
Ventura County National Bank
Washoe Medical Center (Nevada)
W. M. Keck Foundation
World Vision International
Zenith Insurance

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

– Milton Berle
MASTER AGREEMENTS

KH has the following Master Agreements with governmental agencies:

- **Office of the Chief Administrative Officer, County of Los Angeles**: Master Agreement (2001-2016) to perform Strategic Planning, Customer Service, Performance Measurement, and Special Studies
- **Office of the Auditor-Controller, County of Los Angeles**: Master Agreement (since 1994) to perform Management Audits and Special Studies
- **Office of the City Controller, City of Los Angeles**: Master Agreement (since 2001) to perform Management Audits and Special Studies
- **Information Technology Service (ITS) of the County of Los Angeles**: Master Agreement (three years) to perform Technical Systems Consulting
- **Public Utilities Commission (PUC) of Pennsylvania**: Master Agreement (pre-approved list of consultants) to perform Management Audits
- **State of California, Department of General Services (DGS)**: Master Agreement to Perform Business Management Consulting Services
- **Los Angeles World Airports (LAWA)**: Master Agreement to perform Audit Services
- **Community Redevelopment Agency of the City of Los Angeles (CRA/LA)**: Master Agreement to perform General Audit and Review Services
- **Salt Lake City, Utah**: Master Agreement to perform Management Studies

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

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.

We also maintain strategic alliances with consulting firms through formal joint ventures and subcontracting arrangements:

- SCHILLING & MAURE
- EPSTEIN & FASS
- GARNER CONSULTING
- ELLIS/EDWARDS
- HERRON INTERNATIONAL (THE JCM GROUP/STRATA)

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
- CLAREMONTE STRATEGIES GROUP
- DAVID M. GRIFFITH & ASSOCIATES
- DELOITTE & TOUCHE
- FIRST BOSTON CORPORATION
- GE CONSULTING
- HARVEY ROSE ACCOUNTANCY CORPORATION
- NEW DAY MANAGEMENT GROUP
- HERRON INTERNATIONAL (THE JCM GROUP/STRATA)
- OFS, THE BUSINESS DOCTORS
- PAK-POY & KNEEBONE CONSULTING ENGINEERS (ADELAIDE, AUSTRALIA)
- RONALD DOADES & COMPANY
- SEDGEWICK
- STONE & WEBSTER MANAGEMENT CONSULTANTS INC. (SWMCI)
- TELECOMMUNICATION MANAGEMENT INTERNATIONAL (TMI)
- TOWERS PERRIN
- URS GREINER
KH’S CLIENTS REPRESENT DIVERSE LOCALITIES

Since 1986, KH has completed management studies in 25 states and 6 foreign countries:

**UNITED STATES**
- Alabama
  - Tuskegee
- Arizona
  - Phoenix
  - Scottsdale
- California
  - Bakersfield
  - East Los Angeles
  - Evergreen
  - Fullerton
  - Garden Grove
  - Glendale
  - Inglewood
  - Livermore
  - Long Beach
  - Los Angeles
  - Martinez
  - Menlo Park
  - Monrovia
  - Oakland
  - Orange
  - Oxnard
  - Pasadena
  - Pittsburg
  - Pleasanton
  - Porterville
  - Ridgecrest
  - Rosemead
  - San Bernardino
  - San Diego
  - San Francisco
  - San Jose
  - San Pedro
  - Santa Ana
  - Santa Barbara

- Santa Maria
- Santa Monica
- Stockton
- Tehachapi
- Colorado
  - Denver
- Connecticut
  - Hartford
- District of Columbia
  - Washington, D.C.
- Florida
  - Tallahassee
- Georgia
  - Atlanta
- Hawaii
  - Honolulu
- Illinois
  - Evanston
  - Decatur
- Indiana
  - Bloomington
- Louisiana
  - New Orleans
- Maryland
  - Bethesda
  - Rockville
- Massachusetts
  - Boston
  - Cambridge
- Michigan
  - Detroit
- Nevada
  - Las Vegas
  - Reno

**OTHER COUNTRIES**
- Australia
  - Adelaide, South Australia
  - Sydney, New South Wales
- Canada
  - Bramalea, Ontario
  - Brampton, Ontario
  - Toronto, Ontario
  - Vancouver, British Columbia
- Czech Republic
  - Prague
- France
  - Paris
- Saudi Arabia
  - Jeddah
- Singapore

“If I had to sum up in a word what makes a good manager, it’s decisiveness. You can use the fanciest computers to gather the numbers, but in the end you have to set a timetable and act.”

– Lee Iococca

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

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