



KH Know-How

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KH CONSULTING GROUP, MANAGEMENT CONSULTANTS

Innovative Solutions to Management Issues

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KH Know-How

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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
 Maui & 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.

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
- KH is recognized by the City of Los Angeles and County of Los Angeles as a local and community-based enterprise respectively
- KH is certified as a Women-owned Business Enterprise (WBE) by various agencies within California and in other states
- KH has been designated by some agencies as a disadvantaged business enterprise

STRATEGIC ALLIANCES

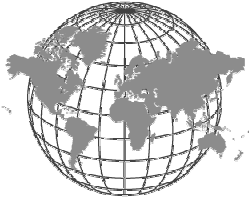
KH began developing strategic alliances in the mid-1980s as a means of bringing needed expertise to client engagements at reasonable costs. In addition to KH's core of professional project managers and consultants, we maintain continuing relationships with consulting firms and professionals practicing 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
- CLAREMONT 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

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

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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