

Our Approach

At Best Practices Consulting Services, we begin our relationship by first learning about your organization. We are interested in learning how you engage your customers/clients and specifically we assess the intended value proposition. We take the time to learn about your core competencies both internally and as it relates to market position. We seek to understand your funding mechanisms and the diversity of sources. We even attempt to explore your reputation and brand recognition as it relates to your mission as an entity and as a competing firm.

An observation period will take about six weeks for us to familiarize ourselves with your systems and relationships. Through various observation tools we begin to design an assessment of your organization from an objective point of view, driven by the desire to build capacity. As organization development specialists, we review both internal controls and external influences that impact growth and sustainability.

In most cases, the observation period will include identifying all aspects of the operation: labor, management, capital use and funding, as well as market orientation. We review your market position based on planned expectations and outcomes; based on this insight and discovery we design strategy to support and align core competencies and capabilities with unmet market realities.

The initial observation period is designed to discover the following information:

Operational Fitness

- Financial Controls
- Management Capacity
- Company Culture
- Customer Service
- Marketing Budgets & Schedule
- Human Resources Plan
- Regulatory Compliance

Market Orientation

- Customer Reach/Focus
- Boundaries/Location
- Client/Customer Qualifiers
- Programs
- Funder Fit
- Strategic Alliances
- Operation/Program Cycles

Intentionally, we do not review the governing board, unless fund development is directly aligned to the board of director/trustees. The assessment is conducted in several phases, one of which requires a physical assessment of the organization when applicable in relation to the above referenced areas for impact and deficiencies. The assessment process is conducted based on the consultants' understanding of the marketplace and the target's performance in said marketplace.

The following attachments are sample work products related to capacity building assessments with a few redactions to protect privileged information.

[G&S Business Evaluation
Express Shoes^J LLC.docx
Willie Street - revised.docx](#)

The Long View

Beyond the observation/assessment which outlines deficits or inefficiencies a long-term strategy is required. Our Organizational Fit Assessment is a tool designed to support growth and sustainability. We recognize that most nonprofits are busy doing the great work they were commissioned to do. With slim administrative and operational support many nonprofits spend little time planning, assessing, and reevaluating their long-term sustainability. In truth, most small business operations whether for profit or nonprofit have the luxury of allocating key staff to capacity building/business development because they operate with an "all hands-on deck" reality. Failure to properly plan and account for both short- and long-term sustainability creates a deficit in the effects the nonprofit organization has within the community, and to those who are the recipients of the resources, services and programs offered by the nonprofit organization. An often-overlooked portion of the long-term planning is succession planning and culture containment.

In collaboration with key stakeholders both internal and external we use this process model for non-profit clients seeking strategic planning and realignment as well as capacity building. In partnership with the organization we align systems and resources to enhance mission and to fortify culture containment.

During an agreed upon contractual term, Best Practices Consulting Services is available to support the implementation of the following process model.

