

# | What makes us GO!

GO Team Way Background



worldclass



collaboration



proactive

# This two-day meeting begins the launch of the GO Team Way implementation

- ▶ Provides you with the toolkit for each GO Team Way component
  - People Development
  - Customer Service
  - Problem Solving
  - Flawless Consulting
- ▶ Allows you to apply the toolkits to the case study and your team
- ▶ Allows you to experience parts of the training offered
  - Flawless Consulting
- ▶ Provides you with the GO Team Way implementation plan until October 2005

# The value proposition for the GO Team Way

- ▶ Being World Class is our journey
- ▶ “One team” infrastructure for the entire firm
- ▶ The GO Team Way is part of our evolving vision



# Being World Class is not our destination, it's our journey

- ▶ 1990s –Valuable business services to the firm by being leaders in customer service and performance
- ▶ Further articulated by our principles:
  - No one can do it better
  - Continuously improving
  - Providing competitive advantage
  - Essential to the firm's success
  - Measurable by customer satisfaction
  - One interaction at a time
- ▶ Several training programs accompanied the World Class vision
  - Quality has 10 Dimensions
  - Let's Make a PACT (Professionalism, Accuracy/Expertise, Client Focus, Timeliness)
  - Inspiring World Class Service

# The Global Operations Team emerged in 2002 as a “one team” infrastructure for the entire firm

## ► Integrated internal professional functions

- GO/RSO
- Acquisition Services
- Corporate Systems
- Infrastructure Services
- Global Finance
- People Services

## ► Common strategic vision

- Build the institution
- Serve the firm and its people
- Protect Booz Allen today and tomorrow

## ► Common operating strategy

- GO Team strategic elements

# The GO Team Way is part of the evolving vision for World Class service

- ▶ Builds a common service philosophy for all GO/RSO staff
  - Common tools
  - Common language
  - Greater affiliation
- ▶ Evolves the World Class vision
  - Enhances core characteristics of the World Class service philosophy
  - Institutionalizes the GO/RSO Team priorities
  - Brings to life a common culture
  - Brings more definition to the competencies
  - Enhances the role of an internal consultant
- ▶ Provides our clients with better services

# The GO Team Way

- ▶ Framework
- ▶ Inclusive
- ▶ Skills and Best Practices



# The GO Team Way Framework





# The design and development process stressed inclusiveness for all GO/ RSO

- ▶ Cross GO/RSO leaders served as members of the GO Team Way Steering Committee
- ▶ Each task team shared critical design requirements
  - Five GO Team strategic elements (New Capabilities, People Development, Delivery, Value, Outreach)
  - Geographies
  - Communications
- ▶ Cross-functional, cross professional community participation
  - Focus Group sessions (September 2004)
  - Task teams
  - Working session (February 2005)

# GO Team Way Timeline

2004

## 2005

## 2006

Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr

## Current State

## Focus Groups

## Future State

# February Working Session

## Implementation

## May Senior Staff Meeting

## GO Team All-Hands

## GTW II

## What makes us GO!

Global Operations Senior Staff Meeting    May 4-5, 2005    Ritz-Carlton Hotel , McLean, VA

Booz | Allen | Hamilton

# The GO Team Way is our approach to develop cross GO/RSO skills and best practices

- ▶ Establishes a development life cycle for all GO/ RSO staff
- ▶ Provides standard approaches to critical business skills
  - People Development
  - Customer Service
  - Problem Solving
- ▶ Infuses internal best practices with external best practices
- ▶ Establishes increased opportunity to monitor our service as an integrated organization
- ▶ Sets up an improvement program to meet future market demands
  - Skill gaps
  - Emerging capabilities