



CAPABILITY STATEMENT

Summary of Services

MC² Consulting guides government organizations to align process, people, and systems to achieve lasting improvements. We partner with our clients to design processes that are more efficient, responsive, and equitable to the people they serve and develop plans to improve workplace cultures.

We build change management into all our engagements to create ownership and translate improvement designs into practical, actionable implementation plans. We emphasize knowledge transfer, enabling our clients to develop their own capacity for improvement.

As a certified *woman-owned* and *veteran-owned* business, we are committed to diversity. We apply a Diversity, Equity, and Inclusion (DEI) lens to every engagement, ensuring our projects make advancements in these areas.



Core Competencies

Change Management

- OCM Planning
- Change Impact Analysis
- Designing Future State Processes
- Training Plans
- Communication Plans
- Communications Content Development
- Training Development and Delivery

Organizational Development

- Culture Assessment
- Culture Improvement
- Organizational Redesign

Information Technology

- Technology Needs Assessment
- Options Analysis
- Software Selection
- Business Analysis
- Quality Assurance for System Implementation Projects

Process Improvement

- Lean Based Process Assessments
- Customer Focus Groups and Surveys
- Benchmarking Studies
- Kaizen Events
- Facilitating Lean Process Improvement Teams

Company Summary

- Founded in 2007
- Veteran-Owned (certified in WA)
- State Certified Women's Business Enterprise (WBE) in Washington and Oregon
- King County SCS
- DUNS Number: 127479421
- WA State UBI 602647159

NAICS codes

- 541611: Administrative Management and General Management Consulting Services
- 541618: Other Management Consulting Services
- 541612: Human Resources Consulting Services

Team Certifications

- Prosci Change Management
- Six-Sigma Black Belt

Contact Information

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Locations:
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Government Contracting Experience

Change Management

Change Management for an Enterprise Resource Planning (ERP) Implementation

MC² Consulting guided four Washington State colleges through change management in preparation for an ERP system implementation. This statewide project replaced decades-old systems with a single, standard system resulting in major changes to internal and student-facing processes. Across the four institutions, we documented hundreds of current state business processes and led teams to design future state processes, identify change impacts, and create action plans to support stakeholders through the transition. For the largest college, we created a change management plan and then facilitated a team of change ambassadors to support employees, faculty, and students through the change. Our work developed buy-in and resulted in a smooth transition to the new system.

Process Improvement

Customer Service Improvement Assessment

MC² Consulting completed a customer service assessment and developed recommendations on implementing 311 for the City of Portland, including cultivating a partnership with Multnomah County. We facilitated development of a joint vision for customer service with City and County executives in a series of off-sites. To assess the City's current service, we interviewed 16 contact centers across the City. We collected data on FTEs, cost, service levels, and improvement opportunities. We also conducted benchmarking with 5 other cities that implemented 311 programs. The information was analyzed to identify strategic opportunities to improve customer service and develop recommendations for the implementation. We prepared a final report for City Council which was very well received.

Information Technology

Options Analysis for Permitting System Replacement

MC² Consulting led the Seattle Department of Construction & Inspections (SDCI) to analyze options for replacement of their legacy permitting system. We worked with diverse teams of subject matter experts to develop requirements and a business case. While upgrading the current software was one option, there were many new solutions worth exploring. As a result of the analysis, SDCI decided to proceed with a Request for Proposal (RFP). Working with SDCI staff and City Purchasing, MC² led development of the RFP and evaluation process, including vendor demonstrations. Despite a tight deadline, we were able to meet all SDCI's target dates. The outcome was a new system that better met SDCI's needs and supported a more streamlined business process.

Organizational Development

Culture Improvement Plan Development

MC² Consulting was selected through a competitive process to develop a culture improvement plan for a Washington State Fish and Wildlife region. With competing priorities of supporting recreation and resource conservation, along with tensions caused by external parties, the organization was fraught with conflict. Retention was becoming an issue. The MC² team started with an assessment of the current culture, identifying the top problems to address. We then worked with a cross-program culture improvement team to analyze root causes of issues, create a vision for the new culture, and develop an improvement plan. We also assisted with conflict resolution and management coaching. We successfully overcame resistance from staff through change management practices and in the end the plan was widely accepted.

Our Clients

- Bellevue College
- Clackamas County
- Community Colleges of Spokane
- Everett Community College
- Highline College
- King County Facilities Management Division
- King County Parks Department
- Lake Washington Institute of Technology
- Portland Bureau of Technology Services
- Portland Office of Management and Finance
- Seattle City Light
- Seattle Department of Construction & Inspections
- Seattle Department of Transportation
- Seattle Finance and Administrative Services
- Seattle Human Services Department
- Seattle Information Technology Department
- Seattle Police Department
- Seattle Public Utilities
- Washington Department of Fish and Wildlife
- Washington Department of Revenue
- Washington State Department of Enterprise Services
- Washington State Library
- Washington State Recreation and Conservation Office