

# The Problem



Mosaic Consulting Group is a payroll, HR software, and workforce management consulting firm with a great reputation and a lot of money on the table. However, they couldn't grow because their teams were being held back by operational issues.

Multiple people were being brought in to solve problems over and over again. The company even invested time and funding in the process map, but it did not lead to improvement. There were lots of conversations, but no action.

**People were tired of facing the same struggles. They lacked repeatable processes. Chaos was felt within the organization. They wanted to sell more, but no one had time to do more. Mosaic urgently needed to carve out capacity and time for its team to operate more efficiently and secure additional deals.**

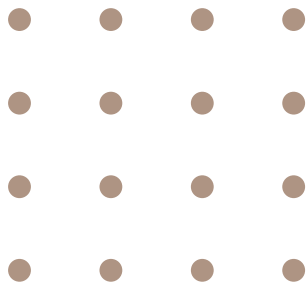
The company recognized the need to put more focus on its processes than it had in the past. They needed help adopting a methodology for their process, how to store them where they live (not die), and how to hold people accountable for the processes they put in place.

**BEFORE**



# Revamping Processes for Growth: Mosaic's Kaizen Transformation

CLIENT  
CASE STUDY





# The Solution

Mosaic sought the help of Hilary to set them in the right direction on how to standardize their processes, how to execute process change, and how to build accountability in process improvement. They knew that her methodology for processes would fit the company's culture.

To solve the company's problems, Hilary made them focus on going wide and in versions rather than going deep and all at once. Instead of doing one massive optimization in one area of the business, they adopted the Kaizen philosophy, which involves making small incremental changes across the entire workflow.

These changes and improvements are rolled out in versions, like what is done in product development. They have set hard dates and laid out deliverables while prioritizing the problems with the most impact.

**In six months, Mosaic solved 26% of the original 86 problems they identified and implemented 46 countermeasures. This led to a 30% improvement in overall workflow and affected 13 processes. On top of that, they were able to create 76 assets, including documents, templates, and guides.**

Through Hilary's help, the company now has improved processes that have buy-in. They are more confident and capable of executing change and improvements. They know that the future will include more versions and improvements. They have a better way to prioritize problems that have the greatest impact and ROI.

AFTER



# The Results



By adopting Kaizen to improve their processes, as taught by Hilary, Mosaic's business and team are in a better position to improve and grow. Team members no longer feel like they are in chaos.

Mosaic's CEO, Vicki Hill, was so happy with the work in the end, and in her own words:

**“I have spent so much more money on so many stupider things.”**





# Want to scale and process is holding you back?

Email us here:

[team@hilarycorna.com](mailto:team@hilarycorna.com)





# Hi, I'm Hilary

I get it. If one more person tells you to optimize and design for efficiency you might blow a fuse. The truth is most organizations don't need Six Sigma or Lean. Most approaches for process are designed for large scale manufacturing and don't meet the needs of your service based business.

I'm here to help. I believe that process can be simple, fun and get you to the next level of growth. Which is why I developed a process methodology named **The Human Way™** to help companies finally do process right.

Learn more at

[www.hilarycorna.com](http://www.hilarycorna.com)



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