



Ward Consulting LLC

Capability Statement

Supply Chain Management Services
Communications & Marketing Design Services
Information Technology
Business Continuity and Disaster Preparedness
Management and Leadership Training

Introduction to Ward Consulting LLC



Ward Consulting LLC

Founded in 2002 by Nolan Fischer after spending 30 years in the Pharmaceutical Industry in Worldwide Manufacturing, Warehousing, Distribution and Corporate Leadership Development. Ward develops custom solutions in Supply Chain Management Services, Communications & Marketing Design Services, Information Technology Services, Business Continuity & Disaster Preparedness and Management & Leadership Training. We are a world-class leader in the delivery of effective solutions to government agencies and corporate clients.

Our philosophy is to understand our customer's needs and integrate the client into the solution while customizing efficient solutions to meet the challenges each client faces in today's business environment. Our experienced professionals deliver financial, human capital management, and customer relationship and supply chain management systems solutions that incorporate streamlined business process, change management, and robust technology.



**State of Connecticut DOT
Disadvantaged Business Enterprise Program (DBE)**

State of Connecticut MBE Supplier Diversity
(Set-Aside)



Corporate Capabilities

- Supply Chain Management Services
 - Third Party Logistics (3PL)
 - Integrated Logistics
 - Sustainment Logistics
- Communications & Marketing Design Services
 - B2B, B2C & B2B2C Marketing
 - Conferences/Events/Corporate Environments
- Information Technology
 - IT Professional Services
 - Software Engineering
- Business Continuity & Disaster Preparedness
 - Continuity of Business Operations Planning
 - Vulnerability Assessment
 - Anti-Terrorism Operations and Strategy Development
- Management & Leadership Training
 - New Supervisor, Middle Management Training
 - Executive Coaching



Supply Chain Management Services



Ward Consulting LLC

- 30 years experience in worldwide pharmaceutical manufacturing, sterile and clinical packaging, distribution and warehousing at the Upjohn Company (acquired by Pharmacia; currently DBA Pfizer, Inc. in Kalamazoo, MI)
- Experienced in high due date reliability, short delivery times, low inventory levels and high capacity utilization.

CASE STUDY

Upjohn

CLIENT: The Upjohn manufacturing plant in Japan was unable to increase capacity to meet the market demand for sterile products in Japan and Southeast Asia

CHALLENGE: Increase Kalamazoo capacity, distribution and warehousing threefold to provide Japan and Kalamazoo with enough product for their customers

SOLUTION: Kalamazoo Plant purchase new high speed labelers

RESULT: Increased production capacity, distribution and warehousing in Kalamazoo from 20M to 40M. We labeled 2ml – 10ml sterile products with lot number and expiration dates in English before shipping them to Japan, where our local plant relabeled them with the appropriate Japanese or Southeast Asian labels.

Marketing & Communications Design Solutions



Ward Consulting LLC

- B2B Marketing
 - Strategic Direction
 - Sales kits
 - Case studies, white papers, brochures, communications
 - Event planning and marketing collateral
 - Employee incentive programs
- B2C and B2B2C Marketing
 - Strategic direction
 - PPT presentations
 - Point-of-sale materials, on-site and electronic
 - User manuals, brochures, communications
 - Payment card design
- Brand Management
 - Standards and artwork
 - Application strategies
 - Installation and design
 - Corporate environments
 - Hospitality venues



Information Technology

- IT Professional Services
 - Program and Project Management
 - IT Training
 - Systems Integration
 - Requirements Analysis
- Software Engineering
 - Object Oriented Design and Development
 - Enterprise Applications and Frameworks
 - Expert, Standards-based Software Engineering
 - State-of-the-Art Technologies



Business Continuity & Disaster Preparedness

- The CDC tasking called for engaging with sectors of CDC, DEO subject matter experts, and partners to develop the overall strategy and sub-strategies over time as well as staffing and funding requirements for installing, growing, and maintaining an ongoing Evaluation Team. The purpose of this task was to develop an evaluation program and construct an implementation strategy that provides for continuous refinement of CDC's response capabilities in support of its vision and mission.
- Continuity of business operations planning
- Vulnerability Assessment
- Anti-terrorism operations and strategy development for federal agencies, military and corporate clients.

CASE STUDY



CLIENT: Centers for Disease Center Control & Prevention (CDC), Office of Terrorism, Division of Emergency Operation (DEO)

CHALLENGE: Develop the overall Strategy and sub-strategies over 5 year period with funding requirements, growing, and maintaining an ongoing evaluation team

SOLUTION: Collaborate with CDC, DEO subject matter experts to develop this Strategic Plan

RESULT: Developed the Exercise and Incident Response 5 Year Evaluation Program Strategy that was implemented for the Office of Terrorism at CDC in Atlanta, GA

Management & Leadership Training



Ward Consulting LLC

- Tailored professional Management, Leadership, Training and Executive Consulting Services (i.e. Professional & Management Development Training)
- Certified: Master Facilitator, Quality Improvement Process, Philip Crosby
- Certified: Master Facilitator, Quality Transformation, W. Edwards Deming
- Certified: Master Facilitator, 7Habits, PCL, Time Management, Stephen Covey
- Certified: Principle Centered Leadership, Stephen Covey
- Certified: DiSC®, Meyers Briggs

CASE STUDY



CLIENT: Veterans Affairs Hospital Atlanta, GA

OVERVIEW: VA Hospital needed a customized training program that would fit into their work schedules including lunch periods

CHALLENGE: Develop a program that allowed their new supervisors to continue working their daily routine while training too

SOLUTION: Customize half-day and Lunch & Learn Training Modules over a 4-month period of time.

RESULT: Delivered New Supervisor custom tailored courses using concepts, tools and processes from Management & Leadership Gurus like Blanchard, Deming, Covey, Senge and Collins over a 4-month period, increasing the effectiveness of the new supervisors.

Project Execution



Ward Consulting LLC

- Close Customer Relationships

Our primary project objective is to develop a close partnership with our clients. Our management team meets with our client's management team to discuss outstanding issues, review recent milestones and establish plans and deliverables going forward. By forming a close relationship, we foster the communication necessary to complete projects on time and within budget.



Project Execution



Ward Consulting LLC

- Highly Skilled Resources

Our staff members are highly qualified and trained individuals with varied skills. When assembling a project team, the appropriate resources are carefully selected for a project based on skill set and level of experience, and resources are only assigned to a project at the appropriate time in the project life cycle. Understanding how to utilize resources efficiently controls costs and ensures project success.



Project Execution



Ward Consulting LLC

- Proven Project Management Tools

We are experienced with many management tools. To promote easier coordination, we typically utilize the project management tools requested by our clients . We always maintain and manage project details using Microsoft Project and other tools. This enables us to identify tasks, assign resources and track progress. Plans are updated regularly and shared with client management to more efficiently track the project to plan.





Differentiators

- We distinguish ourselves from competitors with our 5 core competencies:
 - Supply Chain Management Services
 - We have the highest levels of quality and customer service in the industry and are ISO 9001: 2008 Certification, GMSDC Certification
 - Our employees are all certified logisticians
 - Marketing & Communications Design Solutions
 - We have the highest industry awards ASTRID & MERCURY 2012
 - Information Technology
 - Highly skilled professional services IT staff with experience in program and project management, IT training, systems integration and requirements analysis
 - Expert software engineering with a focus on Object Oriented methodology, enterprise applications and frameworks, and standards-based, state-of-the-art software engineering technologies



Differentiators

- Business Continuity & Disaster Preparedness
 - With our strategic partner Sonalysts we have over 30 years experience and have completed over 500 task involving Continuity of Business Operations Planning, Vulnerability Assessment, Anti-Terrorism Operations and Strategy Development.
- Management & Leadership Training
 - All Consultants are certified in W. Edwards Deming, Philip Crosby Quality Improvement Process and Franklin Covey Programs, as well as Meyers Briggs and DiSC instruments.



Partnering Model

Ward Consulting LLC is committed to many types of partnerships. Through this commitment, we strive to create and maintain mutually beneficial relationships with our clients to provide increased value and achieve exceptional results.

Ward Consulting, LLC integrates our clients into the solution process. Customer inclusion produces a product that links cutting-edge technology to client initiatives.

- ✓ Focus on customer satisfaction
- ✓ Flexible and Responsive
- ✓ Results oriented
- ✓ Customer solutions to fit customer needs



Teaming Model

- We are in partnership with STUDIO 210, headquartered in Norwalk, CT that geographically covers the US & Singapore, China which gives us depth and breath in communication & design services in the following areas:
 - B2B, B2C & B2B2C Marketing
 - Strategic direction, Sales kits, Case studies, white papers, brochures, communications, user manuals, marketing collateral.
 - Conferences/Events/Corporate Environments/Hospitality Venues
 - Conference planning, Site location and set-up, Permanent & temporary installations, Corporate hospitality, On-site supervision & vendor Mgmt.
 - Internal Communications
 - Usage guidelines, Implementation manuals, PPT presentations, Newsletters.
 - Online Marketing Solutions
 - Website design, User/Application Interface, Graphic Design, Website Development, Prototypes, Completed Projects, PHP, JavaScript/Query, HTML5; CSS3; ActionScript, Responsive Web Design.



Teaming Model

- We are in partnership with ARD Logistics LLC, headquartered in Duluth, GA that geographically covers the US, Japan & Afghanistan which gives us depth and breath in logistic services in the following industry verticals:
 - Aerospace
 - Provides Third Party Logistics (3PL), warehousing, point of use replenishment for Tooling and Hazmat to the Boeing South 787 Dreamliner Plant.
 - Automotive
 - Provides Third Party Logistics (3PL), warehousing, material procurement, assembly and sequencing for various OEM/Tier Automotive Suppliers.
 - Consumer/Retail
 - Provides brokerage services to the Home Depot, and warehousing services to Michelin and Robert Bosch.
 - Government/Military
 - Provides sustainment logistics for the U.S. Marine Corps by deploying support personnel to bases and stations in the US, Japan and Afghanistan.



Teaming Model

- We are in partnership with Sonalysts, Inc. Headquartered in Waterford CT, with 18 offices in the US and 400 employees, our partner has provided for over 30 years:
 - Continuity of Business Operations Planning
 - Vulnerability Assessment
 - Anti-Terrorism Operations and Strategy Development
- Ward's team, using the same successful techniques and methods developed and proven in military situations, has researched, designed and delivered over 500 Business Continuity and Disaster Preparedness simulations for military, federal agencies and corporate clients.





Corporate Data

- Relevant Codes: DUNS: 129072620; CAGE: 3H2J6

- NAICS: 493110, 518210, 541330, 541410, 541430, 541490, 541511, 541512, 541519, 541611, 541612, 541613, 541614, 541720, 541810, 541850, 541860, 611420, 611430, 611710, 851890

- Certifications: 8(a) SBA Certified
Small Disadvantaged Business (SDB)
Veteran Owned Small Business (VOSB)

- Contract Vehicles: GSA MOBIS Schedule
GS-10F-0179U
U.S. Navy Seaport-e Contract
N000178-09-D-5847

- Web Address www.wardconsultingllc.com

Point of Contact



Ward Consulting LLC

- Nolan W. Fischer, President & CEO

Phone: O: (203) 977-8226

F: (203) 326-5691

C: (203) 722-3111

Email: nolanf@wardconsultingllc.com

Location: 1450 Washington Blvd
Suite 409 South
Stamford, CT 06902-2440

