



## CAPABILITY STATEMENT

### CORE COMPETENCIES

Data Driven Management Consultants (DDMC) specializes in providing professional Continuous Improvement (CI) and Innovation Black Belt support to drive cultural transformation and operational excellence. Our services include:

- **Continuous Improvement Strategy Development** – Crafting tailored CI strategies to align with organizational goals and drive sustainable growth.
- **Lean Six Sigma Black Belt Support** – Leading complex improvement projects utilizing advanced Lean Six Sigma methodologies.
- **Cultural Transformation Facilitation** – Guiding organizations through cultural change initiatives to foster a culture of continuous improvement.
- **Innovation Consulting** – Enabling businesses to leverage innovative solutions for operational efficiency and competitive advantage.
- **Training and Coaching** – Offering comprehensive training programs and coaching to build internal CI capabilities.

### DIFFERENTIATORS

- **Experienced Black Belt Professionals** – Our team comprises certified Black Belt experts with extensive experience in driving CI transformations across diverse industries.
- **Customized Solutions** – We tailor our approach to meet the unique needs of each client, ensuring practical and impactful outcomes.
- **Proven Track Record** – Demonstrated success in enhancing operational efficiency, reducing costs, and boosting productivity.
- **Change Management Expertise** – Comprehensive change management support to ensure sustainable cultural transformation.
- **Continuous Improvement Training and Coaching** – Providing comprehensive, hands-on training and coaching tailored to all organizational levels, empowering teams to independently sustain CI initiatives and foster a culture of continuous learning and improvement.

## PAST PERFORMANCE

### Facilitate or Mentor trainees during Continuous Improvement Green Belt and Black Belt Events.

- Implemented a Lean Six Sigma project to optimize route planning and driver behavior for Element, reducing fuel consumption by 27% and saving over \$9.5M annually.
- Led overall strategy and deployment for the Operational Excellence (OpX) program at UnitedHealth Group with a team of 40 belts. The OpX team consists of highly skilled Lean Six Sigma Master Black Belts, Black Belts, and Business Process Management practitioners who lead strategic continuous process improvement projects and programs across the enterprise.
- Developed and trained Six Sigma Yellow, Green, and Black Belt programs at Aetna/CVS.
- Developed project intake process at UnitedHealth Group and Aetna/CVS.

### Conduct Continuous Improvement Site Visits

- Visited multiple sites to observe call centers to improve wait times and increase quality.
- Visited multiple sites to identify issues with front-line employees and IT processes for a nurse call line.
- Performed Gemba walks with employees processing a specific type of claim to increase quality and reduce turnaround time.

### Conduct Data Analytics

- Analyzed 4.8M claims to improve turn-around time for high dollar claims, resulting in \$3M savings of late fees and penalties.
- Analyzed past performance for Black Belt and Green Belt projects to increase turnaround time for future projects.
- Utilized the enterprise's big data platform to identify over 30% of provider data quality issues for provider data. The analysis led to cleanup efforts and process changes to improve data quality for thousands of providers.
- Created a Tableau dashboard to help leaders identify quality issues in the provider directory.
- Created a Tableau dashboard to track and report on Lean Six Sigma projects for senior leadership to monitor program performance.

**Facilitate or Mentor Strategy Alignment (SA) Events**

- Using CI/lean methodologies, streamlined Element’s Contract process primarily reducing credit risk assessment efforts by 71%, generating \$38M in new yearly revenue.
- Using CI methodologies, led the Canadian Fuel Card Migration of 88K drivers, generating \$7M in new revenue.
- Enhanced quality and customer satisfaction, employee engagement and empowerment by developing and executing on a CI training program that oversaw the training of 27% of Element’s employees. 5% Black Belts (17), 9% Green Belts (30), and 86% Yellow Belts.
- Facilitated events to uncover issues with provider contracts to improve quality and increase provider satisfaction.
- Facilitated events for software enhancements for existing enterprise applications.
- Streamlined preventive maintenance processes using CI methodologies, reducing vehicle downtime by 40% and maintenance costs by 30%, leading to increased fleet availability and productivity and cost savings of approximately \$21M annually.

CERTIFICATIONS	NAICS
----------------	-------

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>➤ Prosci® Certified Change Practitioner (CMP)</li> <li>➤ Project Management Professional (PMP)</li> <li>➤ Lean Six Sigma Black Belt (LSSBB)</li> <li>➤ Lean Six Sigma Master Black Belt (LSSMBB)</li> <li>➤ Certified Scrum Master (CSM)</li> <li>➤ Microsoft Certified Systems Engineer (MCSE)</li> <li>➤ Microsoft Certified Systems Administrator (MCSA)</li> </ul> | <ul style="list-style-type: none"> <li>➤ <b>541611:</b> Admin Mgt. &amp; General Management Consulting Services.</li> <li>➤ <b>541618:</b> Other Management Consulting Services.</li> <li>➤ <b>611430:</b> Professional and Management Development Training.</li> <li>➤ <b>541512:</b> Computer Systems Design Services.</li> </ul> |
|---|---|

WHO IS DDMC	WHY CHOOSE DDMC
-------------	-----------------

<p>With over 40 years of strategic business and technology consulting experience, we specialize in delivering integrated, secure, and stable solutions that enhance business performance. Our expertise lies in embedding industry best practices into your processes and strategies, empowering you to better serve your customers and gain a competitive edge. We are committed to driving measurable results, fostering innovation, and enabling sustainable growth through tailored, high-impact solutions.</p> <ul style="list-style-type: none"> <li>➤ <b>Proven Results:</b> Our solutions have enhanced business and technology efficiencies, delivering over \$125M in cost savings and generating more than \$50M in new revenue for our clients.</li> <li>➤ <b>Effective Strategies for Growth and Sustainability:</b> Utilizing Lean Six Sigma, change management, and project management principles, we help organizations improve customer retention and experience, achieve technological advantages, ensure business sustainability, accelerate product development, and create product differentiation.</li> </ul>	<p>Data Driven Management Consultants (DDMC) specializes in providing professional Continuous Improvement (CI) and Innovation Black Belt support to drive cultural transformation and operational excellence. Our services include:</p> <ul style="list-style-type: none"> <li>➤ <b>Continuous Improvement Strategy Development:</b> Crafting tailored CI strategies to align with organizational goals and drive sustainable growth.</li> <li>➤ <b>Continuous Improvement/Lean Six Sigma Black Belt Support:</b> Leading complex improvement projects utilizing advanced Lean Six Sigma methodologies.</li> <li>➤ <b>Cultural Transformation Facilitation:</b> Guiding organizations through cultural change initiatives to foster a culture of continuous improvement.</li> <li>➤ <b>Innovation Consulting:</b> Enabling businesses to leverage innovative solutions for operational efficiency and competitive advantage.</li> <li>➤ <b>Training, Coaching, and Mentoring:</b> Offering comprehensive training programs, coaching and mentoring to build internal CI capabilities.</li> </ul>
---	--

CONTACT INFORMATION	COMPANY DATA
---------------------	--------------

<p><b>Company Name:</b> Data Driven Management Consultants  <b>Address:</b> 11545 Kirkleigh Dr, Marriottsville, MD 21104  <b>Co-Owner:</b> Bobby Chaitram  <b>Phone:</b> (443) 793-6868  <b>Email:</b> <a href="mailto:bchaitram@datadmc.com">bchaitram@datadmc.com</a>  <b>Co-Owner:</b> Chris Trinh  <b>Phone:</b> (612) 380-8105  <b>Email:</b> <a href="mailto:ctrinh@datadmc.com">ctrinh@datadmc.com</a>  <b>Website:</b> <a href="http://datadmc.com">datadmc.com</a></p>	<p><b>DUNS:</b> 094489563  <b>CAGE CODE:</b>97KY1  <b>SAM UEI:</b> PTMGRDJD92U8  <b>COMPANY SIZE:</b> 2 FTEs/With access to a resource pool of qualified professionals when needed.</p>
---	---