



## CSO & QA Manager Leadership On-Demand Medical Devices

### Company Profile

- Manufacturer of medical devices
- B2B, government
- \$17 million in revenues, 50 employees
- Family owned
- Has a Board of Directors

### Position/Timeframe

- Started as Chief Strategy Officer
- Transitioned to QA Manager
- 2-3 days, 4 months for each position

### Situation

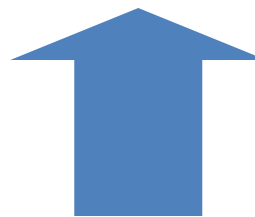
- Father recently passed away leaving son to run company
- Board of Directors wanted a strategic plan
- Need for upgrade of existing management
- QA Manager was released with an ISO audit 3 months away
- Lack of decision making tools

### Implementation

- Management changes were made based on interim recommendations and support
- Created 3-5 year strategic plan
- Succession plan for son put in place
- Identified the need for a professional national sales manager
- Took over QA management role then hired and trained a replacement
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### Results

- ISO audit – went from 5 to 0 quality issues
- New management performing as a team
- Strategic plan on track at end of 1<sup>st</sup> year with quarterly goals in place and measured
- Accountability in place with measurements



Increased accountability



Increased strategic plan execution



Reduced quality issues from 5 to 0

### Client Comments

Very thankful for strategic plan and holding people accountable!