The Expert Toolkit Book Summary – What Tools, Templates & Guides are in our Books

Customer Experience Guru

- 5Whys
- Voice of the Customer
- Customer Requirements Engineering
- Kano Analysis
- Customer Value Analysis
- Brown Paper Process Mapping
- Customer Experience Design Framework
- Hypothesis-Based Analysis
- House of Quality
- SIPOC

Master Change Management Practitioner

- Mastering Change Management
- Stakeholder Mapping Tool
- Change Management Framework
- Communications Plan
- Stakeholder Management
- Stakeholder Disposition Map
- RACI Process
- Transformation Readiness Checklist
- Communications Strategy
- Transformation Readiness Survey

Strategic Advisor

- Post Merger Integration
- Market Share & Sizing Analysis
- Financial Ratio Analysis
- Competition Analysis
- Operating Models
- SWOT Analysis
- Porter's Five Forces
- Hypothesis-Based Analysis
- PEST Analysis
- Accelerated SWOT

Management Consulting Basics

- Affinity Diagrams
- 5Whys
- Brown Paper Process Mapping
- RACI Process
- Data Collection Planning
- Porter's Five Forces
- Facilitation
- PEST Analysis
- Productivity Benefits Case
- Hypothesis-Based Analysis

Business Improvement Champion

- Transformation Recommendation Template
- Brown Paper Process Mapping
- 5S
- Process Issues Map
- Visual Management
- Business Diagnostic Findings
- Productivity Benefits Case
- Balanced Scorecards
- FMEA
- SIPOC

Mastering Market Analysis

- Product Lifecycle Analysis
- Market Share Analysis
- Value Chain Analysis
- Market Segmentation Analysis
- Market Sizing Analysis
- SWOT Analysis
- Competition Analysis
- Customer Value Analysis

Legend:
- Detailed Training Guide
- Editable Template
- Editable Template with User Guide
- Specialized Tool

EXPERT TOOLKIT — MAKE A GREATER IMPACT

The Expert Toolkit Book Summary – What Tools, Templates & Guides are in our Books

Management Consulting Toolkit

Business Analysis Toolkit

- Accelerated SWOT
- Benchmarking Assessment
- Business Diagnostic Findings
- Business Improvement Charter
- Capability Gap Assessment
- Cost Benefit Assessment Framework
- Customer Experience Design Framework
- Data Collection Planning
- FMEA
- 5Whys
- Future State Process Change Summary
- Hypothesis Capture
- Transformation Initiative Prioritization Map
- Jidoka Board
- Pain Point Analysis
- PEST Analysis Trend Matrix
- Process Flow Analysis
- Process Issues Map
- Project Status Report
- RACI Matrix
- Root Cause Analysis
- SIPOC
- Solution Assessment & Prioritization
- Solution Ideation & Ranking Framework
- Swim Lane Process Map

### Business Transformation Toolkit

- The ABCD Tool
- Activity Accountability Plan
- Business Metrics Framework
- Stakeholder Map
- Stakeholder Tracker
- Business Transformation Guiding Principles
- Transformation Recommendation Template
- Business Transformation Framework
- Business Vision Framework
- Communications Plan
- Operating Models
- Operating Rhythm
- Organization Impact Assessment
- Project Evaluation Tool
- Project Issues Tracking
- Project Risk Tracking
- Executive Project Update
- Project Status Report
- Resource Management Plan
- Strategy Pyramid
- Team Temperature Check Tool
- Transformation Conclusion Survey
- Business Improvement Initiative Map
- Transformation Readiness Checklist
- Transformation Readiness Survey

The Management Consulting Toolkit contains the contents of the Business Analysis Toolkit AND the Business Transformation Toolkit in a single book.

Detailed Training Guide

Editable Template

Editable Template with User Guide

Specialized Tool

EXPERT TOOLKIT — MAKE A GREATER IMPACT