# 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
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### 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
  - 5Wys
- 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

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