

## **WHO WE ARE?**

Service Company specialized in INNOVATION in processes and technology, our priority is to support our Clients in developing practices and models for CORPORATE SUSTAINABILITY, enhancing the efficiency of their business and unlocking new growth opportunities.

Our joint objectives will be achieved through our METHODOLOGY and EXPERTISE in:

<b>Process Engineering,</b>	encouraging INNOVATION in process optimization, task automation, defining performance indicators (KPIs), and generating value in the sustainable supply chain;
<b>Corporate Information Management,</b>	ensuring integration between various areas, business results publicity through real-time dashboards, and transparency on actions and results associated with sustainable practices;
<b>Project and Innovation Management,</b>	with a broad scope in defining appropriate architecture and technologies, developing applications, integrations, implementation, and monitoring of solutions through performance indicators.

Our team consists of professionals with over 15 years of experience in the Latin American market with projects in various industries in the public and private sectors, accumulating extensive experience in understanding needs and proposing solutions.

## **OUR VISION**

Develop sustainable operational models that provide efficiency and growth potential for companies and their markets, while ensuring support for social and environmental development.

## **OUR MISSION**

Detect the specific needs of each Client, provide people, methodologies, and technologies to develop INNOVATIVE solutions based on the principles of SUSTAINABILITY and LONGEVITY of their business.

## **OUR VALUES**

Encouragement of Innovation.

Continuous investment in people development.

Performance with a high level of excellence.

Ethics and transparency in our relationships.

Commitment to the ESG Agenda.

## WHY CHOOSE US?

**WHY:** Improvement is everywhere

**We believe** it is always and everywhere possible to do things differently and better. We believe there are opportunities for improvement even in the best companies and organizations. We also believe that every employee in the organization, directly or indirectly, has a role in the improvement process.

**HOW:** Inspiring people, Improving processes

**We develop** organizations by inspiring employees and improving processes. Your employees become motivated to see and want to improve their own role in the process. The passion and expertise of our consultants leads to tangible results for our clients.

**WHAT:** Consultancy, Training & Projects

**We assist organizations** in developing an improvement strategy and then realizing this strategy. We map out where the organization is now and jointly determine the objective. We help implement the implementation plan and ensure that improvements are secured in the organization. We do this in many different industries.

**We provide training.** Our trainings are high level content, but at the same time practical and knowledge is directly applicable.

**We carry out projects** at clients' sites. Our experienced Interim professionals take responsibility for challenging projects, including achieving a Lean transition or driving a breakthrough project.

## **METHODOLOGY**

Our Methodology, or Transformation Model, guided by the principles of continuous improvement, Lean practices in an organization, and integrated with the guidelines of Life Cycle Thinking, promotes a holistic view of resource efficiency at all stages of a product or service's life, from conception, sourcing of inputs, development, production, delivery, consumption, maintenance, reuse, recycling, and disposal.

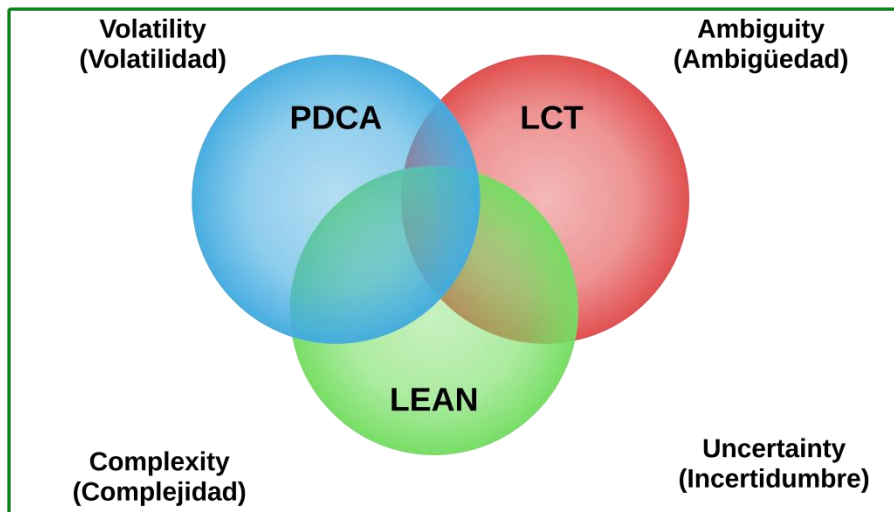
Focused on increasing efficiency, sustainability, and operational availability, our approach aims to reduce waste, costs, and risks. Additionally, it supports assertive decision-making in ambiguous scenarios, maximizing the value delivered to customers.

### **BENEFITS OF THE TRANSFORMATION MODEL**

<b>Clarity and Direction:</b>	Provides a clear vision and a structured path for transformation.
<b>Organizational Alignment:</b>	Ensures that all members of the organization are aligned with the objectives and strategies.
<b>Efficiency:</b>	Optimizes the use of resources and time.
<b>Adaptability:</b>	Allows for quick adjustments in response to changes in the business environment.

**PILLARS OF THE TRANSFORMATION MODEL**

We integrate all pillars as support for creative thinking in a volatile, uncertain, complex, and ambiguous universe to achieve Corporate Sustainability.



**PDCA: Continuous Improvement**

Allows for the systematic identification and correction of problems, promoting efficiency and quality.

**LCT - LIFE CYCLE THINKING: Sustainability Culture**

The approach provides a perspective on all stages of a product or service's life, encouraging the minimization of environmental and social impacts.

**LEAN: Efficiency and Competitiveness**

Optimizes production processes and better meets customer needs, ensuring the delivery of quality products and services in an economical manner.

**TRANSFORMATION MODEL ROADMAP**

Stage	Preliminary Actions	Conclusive Actions
Initial Assessment	Current Situation Analysis: Evaluate the organization's maturity level. Map out where improvement opportunities exist. Analyze processes and identify waste.	Needs Identification: Determine the areas that require transformation. Prioritize improvement opportunities based on impact and feasibility.
Objective Definition	Clear Goals: Establish specific, measurable, achievable, relevant, and time-bound objectives. Communicate to all stakeholders.	Success Indicators: Define key performance indicators (KPIs) to measure progress.
Strategic Planning	Strategy Development: Create strategies to achieve the defined objectives.	Resource Allocation: Identify and allocate necessary resources, including personnel, technology, and budget.
Development and Implementation	Process Development: Create new processes or modify existing ones according to the defined strategies.	Implementation: Put the new processes into practice, ensuring adherence from all stakeholders.
Monitoring and Evaluation	Continuous Monitoring: Track progress against the established KPIs. Ensure efficient communication to all stakeholders.	Results Evaluation: Assess the outcomes and make adjustments as necessary.
Continuous Improvement	Feedback and Adjustments: Collect feedback and make continuous adjustments to optimize processes.	Documentation: Document lessons learned and best practices for future transformations.

## SERVICES

We have a team of specialists with extensive experience in projects and solutions, having followed the evolution of the market and technologies for over 15 years.

Our extensive experience is reflected in our ability to diagnose complex scenarios and develop high value-added solutions, always aligned with the strategic objectives of the business.

Our solutions are carefully customized to meet the specific needs of each organization.

## PROCESS ENGINEERING

We offer specialized services in process engineering, encouraging INNOVATION in process optimization to contribute to the fundamental organizational changes in the pursuit of better results.

Sustainability involves rethinking ways of producing and consuming and is directly linked to INNOVATION. Innovate to improve and be more sustainable.

We propose incremental process improvements, such as increasing efficiency and productivity, enhancing policies and procedures, as well as disruptive improvements, such as: changing the mental model in organizational processes, implementing a new business model, or even the conception of a new product that challenges the conventional use of raw materials.

Process management models must be based on the premise that organizations are embedded in a Volatile, Uncertain, Complex, and Ambiguous universe - the VUCA World.

We apply advanced technologies, such as Artificial Intelligence (AI), to automate tasks and workflows, transforming the efficiency and operational effectiveness of organizations. Our goal is to elevate productivity to new heights, enabling your company to achieve exceptional results.

## **PROCESS MATURITY ASSESSMENT**

Throughout this journey, a global vision of the processes will be achieved, and all associated performance indicators will be identified. It is essential to consider the synergy between people and systems embedded in the processes.

Next, the processes will be analyzed, identifying waste, and various risks such as legal, operational, environmental, and social, and mapping where there are opportunities for improvement.

From there, the areas that need transformation will be determined, and the improvement opportunities will be prioritized based on impact and feasibility.

In collaboration with stakeholders, specific, measurable, achievable, relevant, and time-bound objectives will be established. Performance indicators (KPIs) should be defined to measure progress.

The ultimate goal is to understand the maturity level of the organization's processes and have a strategic plan to develop a transformation project aligned with all organizational directives and goals.



## PROCESS OPTIMIZATION

Based on existing process models, priorities, and performance indicators (KPIs) to be achieved in alignment with stakeholders, conduct an analysis to identify bottlenecks, inefficiencies, and risks, simulate results, and propose changes in activities, flows, or participants, allowing for: increased efficiency, cost reduction, risk reduction, performance indicator review, development of performance dashboards, and support for decision-making.

The proposed models should include detailed recommendations and action plans, considering advanced technologies such as Artificial Intelligence (AI) to create innovative solutions, covering various strategic areas such as:

ACTION	DESCRIPTION
Change in Energy Matrix	Proposals for the transition to more sustainable and renewable energy sources.
Reduction in Raw Material Consumption	Strategies to optimize the use of natural resources, promoting efficiency and sustainability.
Waste Treatment	Plans for efficient and sustainable waste management, including recycling and reuse.
Review of Logistics for People and Cargo Transport	Improvement of logistical processes to increase efficiency and reduce environmental impact.
Supplier Development	Initiatives to strengthen the supply chain, promoting strategic partnerships and sustainability.
Customized Training Programs	Creation of training programs tailored to the specific needs of the organization and its employees.
Chatbot Service Suggestions	Implementation of automated service solutions to improve customer experience and operational efficiency.

These recommendations and their implementations aim to promote innovation and sustainability, ensuring that the organization is prepared to face future challenges effectively and responsibly.

## **PRODUCTION PROCESS MANAGEMENT**

The implementation of Process Management practices should enable tracking of all organizational processes, regardless of their size, complexity, or extent. Any process represents the company's business, and it must have complete control over its execution at any time. This will increase visibility and understanding of the process, improving the efficiency of employees, suppliers, and customers.

Moreover, capturing historical information will allow the prediction of problems and bottlenecks. Monitoring processes should occur in real-time, a crucial element for achieving operational efficiency. Knowledge of how each process behaves directly affects the organization's performance and is critical for implementing improvements.

Process Management should act as a proactive element that empowers the organization by providing more information for decision-making and the implementation of changes with positive impacts.

On this journey, we strongly recommend the use of Artificial Intelligence (AI) to analyze real-time production data, adjust operations, and improve the quality of the production process. Among other possibilities, we would have the ability to: adjust production planning to various variables, review the equipment maintenance plan to reduce costs and increase the availability indicator of a facility, improve inventory logistics efficiency, reduce energy consumption costs, among other improvements.

### **CORPORATE INFORMATION MANAGEMENT**

We offer data integration services that eliminate silos, improve the quality and consistency of information, promote real-time insights, and empower your organization to meet constantly evolving demands.

Data integration allows for the consolidation of data from various sources, creating a unified view of information that is truly relevant to decision-makers and enabling data-driven processes to be executed.

### **PORTAL DEVELOPMENT**

We provide portal development services, making your company a reference in content publication, ensuring **TRANSPARENCY** and **PUBLICITY** of business results for investors, relationships with customers and consumers, the entire supplier and distributor chain, and/or collaboration for conducting new internal initiatives.

It is also possible to implement of Artificial Intelligence (AI) solutions to personalize the customer journey, creating more engaging and relevant interactions, ensuring that each interaction is tailored to specific needs, leading to increased customer satisfaction and loyalty.

### **DATA INTEGRATION IMPLEMENTATION**

We offer data integration implementation services to help our Clients eliminate data silos, improve data quality and consistency, promote real-time insights, and empower them to quickly adapt to evolving demands.

Our specialized team is capable of managing data quality, metadata management, data profiling, and cataloging, as well as utilizing advanced big data integration solutions and IoT data flows.

We encourage the application of AI tools to collect, analyze, and interpret large volumes of data, generating valuable insights.

### **SYSTEM INTEGRATION**

We integrate the flow and exchange of information between existing systems to increase synergy between various areas, employee productivity, and also improve your customers' experience.

### **CONTENT MANAGEMENT**

We offer specialized services in document and content management to increase productivity and meet your organization's demands.

We support the application of Artificial Intelligence (AI) tools for generating and editing written content to create reports and content for portals, blogs, or social networks.



## **PROJECT AND INNOVATION MANAGEMENT**

We offer services at all stages of the project, from needs and non-conformities analysis, cause diagnosis, solution alternatives design, prototyping, technological architecture, process optimization and systems implementation, stakeholder training, assisted operation, transition, monitoring, and support of the implemented solution.

We apply agile methods in the relevant stages to generate business value deliveries in a short period of time.

Fundamentally, our goal is to promote practices and work models that support organizations in two main areas: incremental process improvements aimed at increasing efficiency and productivity, and disruptive, innovative initiatives. These initiatives are based on technological differentiators and seek to solve social and environmental problems or challenges.

In summary, our purpose is to provide the necessary support to transform ideas into successful ventures.

## **SQUAD AS A SERVICE**

We offer a complete team of specialists ensuring the ideal profile to accelerate the INNOVATION process and generate value for your business.

In the SQUAD AS A SERVICE model, we diagnose technological and business needs to ensure the shortest time to market for deliveries, with the SQUAD responsible for the analysis, development, and support of products and tools that optimize processes, leveraging your company's goals and requirements.

## **RISK MANAGEMENT**

Although it is a discipline of project management itself, we offer the service as an independent journey because we understand that implementing a Risk Management model, and also rewards, is essential to support organizations in their ability to react, quickly and safely, to the impact of potential trends and changes in any elements of the ecosystem they are part of.

We understand that the scope, essentially oriented towards the sustainability of the organization, should encompass not only operational practices and events but also all processes involving its relationship with society, environmental commitments, and regulatory compliance. It is crucial to pay attention to the analysis of events and trends that impact:

Product and Service Life Cycle	Continuous assessment of all stages, from conception to disposal, to ensure sustainable practices.
Disruption in the Circular Economy Model	Identification and mitigation of factors that may compromise reuse, recycling, and waste reduction.
Increase in Reputational Risk	Monitoring factors that may affect the organization's image and credibility with all stakeholders and the general public.

Additionally, the scope should include the analysis of other relevant aspects that may influence the sustainability and resilience of the organization in the long term.

Risk management, and rewards, should be understood as an opportunity for INNOVATION.