

Process & Organizational Diagnostics

Staying effective and efficient in an evolving world takes clear processes and alignment.

Streamline Processes, Improve Effectiveness

Our **Process & Organizational Diagnostic** offers an external, objective review of your business operations. We identify opportunities to improve efficiency and efficacy without compromising necessary controls.

We help answer key questions such as:

- Can processes deliver results more quickly or with more actionable insights?
- Should roles and responsibilities be simplified or realigned?
- Are teams spending the most time on high-value, sustainable activities rather than band-aid solutions?



Our approach ensures your processes are both effective and efficient, while aligning your organizational structure to best address current challenges.

Have questions or want to learn more?
Connect with our team to explore if
this approach is right for your needs.

Email us at: info@cruxenergy.ca

Case Study: Multi-Region Alignment

A multi-state utility undergoing operational transformation needed assistance in evaluating their process to implement new and changing rates consistently across jurisdictions. Crux Energy's Process & Organizational Diagnostic provided targeted recommendations to improve alignment, accountability and execution by working through:

- **Employee Interviews:** Conversations with employees across regions produced valuable insights into why processes in their area were succeeding or failing.
- **Process Documentation:** Existing process documentation was evaluated for control gaps and clarity.

The output of this engagement included an advisory report with a triaged list of process improvements and a realignment of accountability for outcomes.



Heidi Leslie, ICD.D, LLB
Founder & Chief Executive Officer



Janice White, CPA, CA, PMP
Chief Operating Officer