



## Insight

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### **Improving Your Operating Efficiency, If It's Not Broke...Break It To Achieve Constant Improvement**

By Ron Hunt and Brian Graves

*CEOs like to focus on market share and growth. However, when they do focus on cost reductions they go after the easy hits such as headcount reductions. We find the most successful organizations have executives responsible for making constant improvements to their operating systems and as a result of their focus they tend to have higher margins and customer satisfaction.*

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**About the authors:** Brian Graves and Ron Hunt are members of the executive team at Management Consulting Associates, a Strategy Consulting firm based out of suburban Chicago. Both Brian and Ron were executives at a leading Strategy Consulting Firm and have advised a variety of executives on Strategic issues to improve the wealth creation capability of their businesses.

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