

## R&R Consulting (Remodel to Realize)

### Purpose

Enable the organizations to realize their Vision, Mission and Goals of Strategic, Business, Operational and People Excellence through comprehensive “Advisory and Consulting Services”

### Promise

Build practical frameworks and solutions that address the Process, People, Practice and Performance challenges using deep industry experience and enable the organizations to bridge the gap between technology, domain and operational reality

### Approach

Co-opt with Customers and Teams in

- **Identifying and analysing requirements** across Process, People, Practice and Performance
- **Designing practical frameworks & solutions** that align with organization Vision, Mission and Goals
- **Enabling customers & teams** to adopt new ways of working with Clarity and Confidence
- **Supporting teams** in implementing the frameworks and solutions towards measurable outcomes

### Service Offerings

- **Strategic & Advisory Drive:**
  - *Assessment and implementation* services for Strategic, Business, Operational and People excellence
  - *Governance* Services like Balanced Scorecard, Proactive Alerts and Strategic Reviews
  - *Leadership Mentoring Services*
  - *Start-ups, Corporate Advisory* services for Strategic Business Alignment and Outcome
- **Growth & Performance Drive:**
  - *Revenue and Margin* growth strategies and Virtual Chief Quality Officer services
  - *Customer and People* centricity programs for an enhanced satisfaction
  - Program, Project, Merger and Acquisition Management services
- **Delivery, Service Quality Drive:**
  - *Lean, Six Sigma and Kaizen* definition and implementation for continuous improvement
  - *Standards, Models* definition and implementation (E.g. ISO, TL 9000, ITIL, CMMI and ASPICE)
  - *Audit, Assessment and Certification* services

### Execution Model

A Collaborative Execution Model that emphasises:

- **Expectation Understanding & Agreement:** Comprehensive expectation understanding and formal agreement establishment to ensure clear project scope, objectives, and deliverables alignment.
- **Current State Analysis & Approach:** Thorough current state analysis and approach sign-off, followed by process fine-tuning and future process finalization.
- **Implementation & Process Control:** Continuous Implementation, process control and stabilization with regular communication and process sign-off for stakeholders’ alignment.
- **Monitoring & Final Handover:** Continuous monitoring of expected outcomes, stakeholders training, assets handover and final expectation sign-off with comprehensive feedback.

### Belief

R&R Consulting belief is that Remodel to Realize is a continuous process which will enable the organizations move from Complexity and Chaos to Clarity and Confidence Zones. We partner with the customers and teams who are ready to **remodel** their Process, People, Practice and Performance and **realize** meaningful changes.

## Founders Profiles

### Raju – Managing Director

A seasoned leader with extensive global experience in leadership roles like Chief Delivery Quality Officer, and Global Quality Head in Corporates like IGATE, Wipro & Ericsson and enabled these Corporates & their Business Units to improve its Revenue, Operating Margin, Customer & People Satisfaction

Skilled at Strategic Excellence, Business Excellence, Operational Excellence, Customer Centricity, Standards and Models, Process Certifications, Program and Project Management, Merger and Acquisition (Finland, Portugal, Sweden, France, America, Mexico, Brazil and India), Consulting, Statistical Control, Optimization Techniques (Lean and Six Sigma), Quality Assurance, Audits, Assessments and Cyber Security. A Certified Lead Black Belt, Lean Coach, Lead Auditor, EFQM Business Excellence Assessor and Customer Centricity Coach

Received awards for Leadership Excellence, Best Business Performance, Best Function, Best People Manager (from Azim Premji, Ex. Chairman, Wipro), Best Six Sigma Projects and Thanks a Zillion for Sales Support.

Always thrilled to bring value adds and noticeable benefits to the organizations through excellence strategies, professional and personal management skills

### Rams - Director

An accomplished expert in operational excellence, product success, and customer-centric transformation. Brings rich global experience across leadership roles in Quality, Program Management, and Strategic Consulting. Experienced in organizations like Indian Statistical Institute, Wipro and Ericsson. Enabled organizations, business units, and student communities to improve strategic clarity, operational maturity, customer satisfaction, and learning outcomes. Mentoring students at the Cloud Interest Group (CIG) towards their career enhancements.

Skilled at Operational Excellence, Customer Centricity, Service Design, IT Service Management, AI/ML Product Development, Quality Assurance, Standards and Models, Process Certifications, Program and Project Management, Merger and Transition Management, Consulting, Statistical Control, Optimization Techniques (Lean and Six Sigma), Audits, Assessments, and Digital Enablement. A Certified Mentor in Cloud, DevOps, and Web Development, with hands-on expertise in ServiceNow, CAST, ITIL, and ISO/CMMI frameworks.

Led quality and transformation initiatives across global customer accounts including Microsoft, Symantec, Sony Electronics, Pitney Bowes, Philips, Target, Ericsson, SmartTrustAB, CTIS, and Indchem. Successfully improved Customer Satisfaction Scores, ITIL compliance, and process maturity across regions including the US, UK, LATAM, and Europe. Delivered measurable business impact through Six Sigma and Lean projects, resulting in significant cost savings and performance improvements.

Dedicated to enabling organizations and individuals reach their full potential through thoughtful guidance and experience-driven support.