



FOX & CROW GROUP

IMPROVEMENT PLANS CASE STUDY

NLS retains Fox & Crow to assist with developing role-based playbooks and plans for business growth and scale

CHALLENGES

- Inconsistent Performance
- Strategic Focus
- Accountability

PROJECT PLANNING SYSTEM

Fox & Crow installed a perspective driven project planning system to help focus on NLS's W.I.N.s

ACCOUNTABILITY COACHING

Fox & Crow performed accountability coaching calls with the CEO to ensure the plan was worked properly.

PROCESS CREATION

Fox & Crow worked with NLS to create the key business process documentation to fix performance issues.



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OBJECTIVES

Next Level Services, a business development agency, had built a book of business and scaled rapidly, before hitting a wall. NLS identified process and accountability as major barriers. The CEO partnered with Fox & Crow to build key business process documentation, and eliminate inconsistencies from service delivery.

CLIENT FEEDBACK

“I knew what needed to be done, but putting pen to paper was a barrier.”

“I’ve never felt more confident in where we are going or in our ability to get there.”

