

Upgrading Sel Email: info@upgradingself.com Phone: (206) 705-3746 www.upgradingself.com

ABOUT UPGRADING SELF

Upgrading Self, a trade name of TOECM LLC, is a third-culture and minority-owned consulting firm dedicated to inclusive process improvement and business optimization services. We partner with medium to large-scale organizations, including government entities, to constantly optimize operations, develop high-performing teams, and drive cultural transformation to help them stay competitive and effective in their operations.

Guided by our core values of Tenability, Optimization, Empathy, Collaboration, and Measurability, our mission is to boost revenue for businesses by optimizing operations, workflows, and team effectiveness.

CORE COMPETENCIES







FEATURED PROJECTS

- 74% capacity increase; capacity analysis; WA L&I
- 25% delivery gain; cross-cultural competence; WEX
- 212.5% velocity increase; business agility; US Bank

DIFFERENTIATORS

- Cross-cultural competence
- Proprietary TOECM models
- Data-centric solutions
- Stakeholder capitalism

CERTIFICATES

DATA-CENTRIC CONTINUOUS IMPROVEMENT

- Kaizen (in progress)
- · Lean Problem Solving





CODES & MEMBERSHIPS

EIN: 99-2812565 **UBI:** 605-529-597 **DUNS: 11-927-2527 SVN:** SWV0320538-00 **SAM UEI: ZZZTPHTCSHY9**

MBE: M3M0029536

KING COUNTY SCS: 5763

NAICS CODES: 541512, 541519, 541611, 541612,

541614, 541715, 611430,

SIC CODES: 87420000, 87429906, 87429904





MEMBERSHIPS

 ACCPNW (Bronze Member) OMWBE (Minority Business Enterprise)





OPERATIONAL ANALYSIS & EFFICIENCY

· Lean Six Sigma Green Belt (in progress) · Lean Six Sigma Yellow Belt

SCALED WORKFLOW **EFFICIENCY**

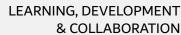
• Certified SAFe® 6 Release Train Engineer

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· Certified Scrum Professional®-ScrumMaster · Scrum Foundations Educator

TEAM & WORKFLOW EFFICIENCY



Certified ScrumMaster®

Professional Scrum Master I





