



UPGRADING SELF

EXECUTIVE SUMMARY

Upgrading Self is a third-culture and minority-owned consulting firm and every diverse business' dream business transformation partner. We partner with medium to large-scale private and public entities to constantly optimize operations, develop high-performing teams, and drive cultural transformation to help them stay competitive and effective in their operations.

Company Name: TOECM LLC, doing business as Upgrading Self

Vision: To be the trusted partner in driving sustainable growth through inclusive and strategic capacity-building solutions.

Mission: Our mission is to empower organizations by enhancing their capacity for sustainable growth through inclusive, strategic, and data-driven improvement initiatives.

Core Values: Tenability, Optimization, Empathy, Collaboration, Measurability.

OUR STRATEGY

- **Analyzing & Fulfilling Needs Gaps:** Conduct needs analysis, develop tailored improvement programs, and evaluate their impact to ensure continuous improvement and inclusivity.
- **Optimizing Operations & Workflow:** Streamline processes, implement continuous improvement practices, and leverage data analytics for informed decision-making.
- **Enhancing Team Efficiency & Effectiveness:** Foster a collaborative culture, provide targeted training, and establish performance management systems to promote accountability and growth.

IMPLEMENTATION PLAN

The implementation plan includes client onboarding and assessment, operations optimization using best practices, tailored team development through training and mentorship, performance measurement with data analytics, and fostering continuous improvement. It concludes with a sustainability plan, ongoing support, and opportunities for scaling and further collaboration.