TokuSaku Consulting

PHILOSOPHY STATEMENT

The name TokuSaku (/tō•kü•sō•kü/) means “a well thought plan.” As such, TokuSaku Consulting is a management consulting firm that offers its clients solutions to business problems tailored to their unique situations. TokuSaku combines a process-focused, systems-agnostic methodology with competitive rates that supports clients who are continually challenged to do more with less.

AREAS OF EXPERTISE/RESULTS

- Business Intelligence and KPI (Key Performance Indicator) design
- Coaching
- Facilitation
- Organizational analysis and design
- Process improvement
- Software selection
- Supply Chain/ERP (Enterprise Resource Planning)
- Change management
- Executive communications
- Leadership development
- PMO (Project Management Office) setup
- Program design & implementation
- Strategic planning
- Training design, development & delivery

EXPERIENCE / SELECTED PROJECTS

- Designed and executed collaborative action research project targeting improved service quality for a non-profit medical physics consulting group that established customer satisfaction measures and baselines. Responsibilities included data collection and analysis, survey design, and executive communications.
- Designed and implemented an enterprise-wide strategy to improve customer problem resolution. Strategy design included extensive as-is process mapping, gap analysis, future state design, best practice research. Established consistent definitions and guidelines, redesigned processes, redefined roles, responsibilities and empowers, aligned business strategies with corporate standards and regulatory requirements and utilized extensive change management practices.
- Lead asset management RFP process for a Seattle-based municipality. Responsibilities included auditing the existing effort, implementing improvements and managing completion of software selection.
- Designed a local manufacturing company’s five year IT Strategic Roadmap. Responsibilities included project management of initiative and lead facilitator in the collection of data and analysis for roadmap design.

CREDENTIALS: Each of our consultants possesses a variety of degrees and certifications. Examples include:

- Project Management Certification
- Master’s Degrees in various disciplines, including organizational systems and business administration
- Bachelor Degrees in various disciplines
- Six Sigma Black Belt and Green Belt
- Professional Coach
- Executive Advisory Board Member, PLU
- O&MWBE Certificate #M4M0023143
- NMSDC Certificate # PS0491
- SCS Regional Certification # 1375
- King County Executive’s 2013 Minority Small Business of the Year - 2013
- Puget Sound Energy
- HySecurity
- Group Health Cooperative

SELECTED CLIENTS

- Microsoft
- Swedish Medical
- City of Seattle
- City of Seattle
- Puget Sound Energy
- HySecurity
- Group Health Cooperative

Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.