

STRATEGIC INITIATIVES

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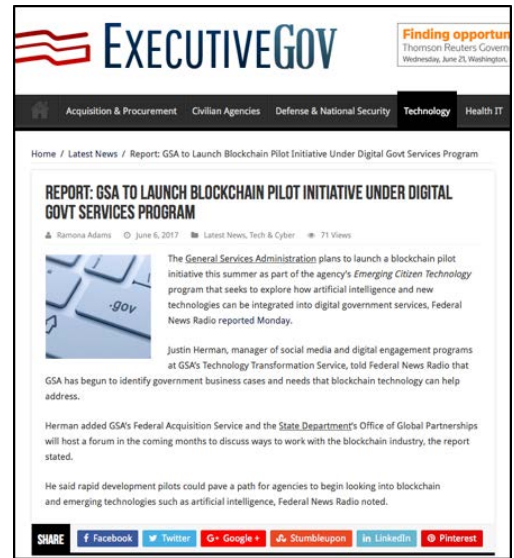
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FINANCE
PATRIC REARDON

As you may already be aware by now, Devon gave birth to her second son on Saturday, June 17th. This was two weeks earlier than anticipated, and as such, she has started her maternity leave and will not be back full-time with Macro until October. During this time, KGRF, will be handling the majority of the Controller responsibilities, but if you have questions or issues please reach out to Patrick Reardon (preardon@macrosolutions.com) or Toby Payne (tpayne@macrosolutions.com).

In July, the team will be working on finalizing notification alerts from Unanet, which you may have already to see with regards to timesheets. The team will also be training Project Managers on in-depth reports centered around project financial status, resource planning, and comparisons of actuals, budgets and plans. This training will come as part of not only the Financial Handbook, which is still in the development phase, but also as part of the Unanet Project Management Financial Handbook. If there are questions prior to the training or development of these handbooks, please reach out to Patrick Reardon.

If you have Unanet specific questions or issues, please email unanet@macrosolutions.com.

CONSULTANT CARE

SUE DISILVESTRE

Shaily Roberts has taken a leave of absence and will be relocating to Singapore in late summer due to her husband accepting a new position. Meanwhile, Benae Francis, will be taking over the role at Macro Solutions, assisted by Beth Davis, Joe Savukas and Sue DiSilvestre.

Our commitment to each of you is to become even more focused on employee engagement.

We want our relationship with each of you to be based on trust, integrity, and two-way communication. Employee engagement is about understanding one's role in our organization, and being engaged to make contributions to the overall success of Macro Solutions.

Employee engagement is about having a clear understanding of Macro Solutions goals and objectives, how as an organization we are challenged to fulfill them, and each of you being given a voice in the journey, offering ideas and expressing views that are taken into consideration as decisions are made wherever possible.

Employee engagement is about being included fully as a member of the team, focused on clearly communicated goals, being trusted and empowered, receiving regular and constructive feedback, supposed in developing new skills, and being thanked and recognized for achievements.

We want to ensure that our actions are consistent with our values, with clear evidence of trust and fairness based on mutual respect, where two-way promises and commitments - between employer and employees- are understood and fulfilled. It is about kept promises, or an explanation as to why they cannot be kept.

We want to draw on one another's knowledge and ideas to improve services, and to be innovative about the services we provide.

As an employer, we want employees to feel pride and loyalty in the work that they do, being great advocates of Macro to clients, and going the extra mile to complete assignments. Being part of the team means that each of us brings a positive attitude to work, with behaviors that lead to improved customer relationships and improved business outcomes, in a way that they trigger and reinforce one another.

Our engagement with each of you is measurable, and

monitored continuously in a weekly meeting with the Executive Leadership to ensure that each member of the Macro team is reached out to on a regular basis, and that performance evaluations are delivered on time.

We look forward to having the opportunity to engage with each of you over the coming weeks, and wish you a safe and happy summer!

QUALITY & STAFF DEVELOPMENT

BENAE FRANCIS

OVERVIEW OF MEASUREMENT - Measurement in quality improvement allows a Quality Improvement (QI) team to demonstrate current performance (or baseline), set goals for future performance, and monitor the effects of changes as they are made. Successful measurement is a cornerstone of successful improvement. How do you know if the changes you are making are leading to improvement? Measurement.

	Measurement for Research	Measurement for Learning and Process Improvement
Purpose	To discover new knowledge	To bring new knowledge into daily practice
Tests	One large "blind" test	Many sequential, observable tests
Biases	Control for as many biases as possible	Stabilize the biases from test to test
Data	Gather as much data as possible, "just in case"	Gather "just enough" data to learn and complete another cycle
Duration	Can take long periods of time to obtain results	"Small tests of significant changes" approach accelerates the rate of improvement

EFFECTIVE MEASUREMENT IN QUALITY

IMPROVEMENT - In order to recognize when we have achieved our goals, it is important to define what our "better" state looks like, and measure to know if the changes we make result in the improvements we seek. The best approach is through the measurement of indicators and performance measures.

Being brainstorming change ideas and associated measurements by asking the following questions:

What are the current outcomes?

What outcomes are desired?

What are the processes and activities that have an impact on the outcomes?