



UPGRADING SELF

INCLUSIVELY BOOSTING EFFICIENCY

CAPABILITY STATEMENT



Upgrading Self
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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

- Needs Gaps Analysis & Fulfillment
- Operations & Workflow Optimization
- Team Development & Productivity

DIFFERENTIATORS

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

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

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
- Certified SAFe® 5 Release Train Engineer



LEARNING, DEVELOPMENT & COLLABORATION

- Certified Scrum Professional®-ScrumMaster
- Scrum Foundations Educator

TEAM & WORKFLOW EFFICIENCY

- Advanced Certified ScrumMaster
- Certified ScrumMaster®
- Professional Scrum Master I

