CONSULTING CAPABILITY STATEMENT

03

Dev Malhotra

Operations Strategy Consultant



ILLUSTRATIVE PHOTO

OPERATING MODEL / WORKING NOTE

Where clarity becomes action.

Strategy Direction	People Ownership
Process Flow	Review Learning

DIAGNOSE → DESIGN → EMBED

01

Make growth operational.

I help founder-led service businesses turn informal workflows into clear responsibilities, useful management routines and a delivery model the team can actually follow.

03 ADVISORY FOCUS AREAS	**04** ENGAGEMENT STAGES	**01** CLEAR OWNER PER DECISION

THE PROFILE IN CONTEXT

My consulting work starts where strategy meets the daily handoff. I speak with the people doing the work, map how decisions currently happen and make constraints visible. The goal is not to add a thick process manual. It is to help a leadership team agree on priorities, ownership and a manageable cadence for execution. Recommendations are tied to evidence gathered during the engagement.

Operating model · Process mapping · Leadership cadence · Service operations · Change adoption

Client fit	**Founder-led service businesses**
Engagement	**Diagnostic + implementation support**
Delivery	**Remote with scoped workshops**
Principle	**Evidence before recommendations**

Mumbai · India-wide engagements

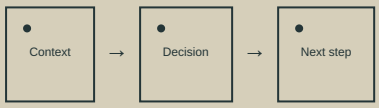
FICTIONAL SAMPLE

CAPABILITY / CONTENT / EVIDENCE

Three points of intervention

01	Operating-model diagnostic	Map the current service journey, decision points and recurring sources of delay.	**Current-state map + priority risks**
02	Delivery-system design	Define handoffs, ownership, escalation paths and the minimum useful operating rhythm.	**Future-state blueprint + decision matrix**
03	Implementation advisory	Help leaders test a small set of changes and refine them with real team feedback.	**Pilot plan + review cadence**

Illustrative advisory assignments



SERVICE OPERATIONS

From verbal handoff to visible ownership

CONTEXT

A growing design firm relied on informal messages to move client work between teams.

CONTRIBUTION

Mapped a sample enquiry-to-delivery journey and proposed a responsibility matrix with exception handling.

Diagnostic memo, handoff checklist and pilot review agenda.



MANAGEMENT SYSTEM

A leadership meeting with decisions

CONTEXT

A fictional service business mixed updates, issue escalation and strategy into one meeting.

CONTRIBUTION

Separated operating reviews from planning discussions and introduced a decision log.

Meeting architecture, decision template and leading-indicator definitions.

These examples show the intended content structure. They are original fictional studies—not verified clients, completed research, clinical outcomes, endorsements or product performance.

FICTIONAL SAMPLE

APPROACH / EXPECTATIONS / NEXT STEP

An evidence-led engagement

01

Listen

Interview owners, team leads and frontline contributors.

02

Diagnose

Map causes, constraints and competing explanations.

03

Design

Prioritize interventions and agree on ownership.

04

Embed

Test changes with a review rhythm and clear measures.

Relevant practice

2016–2026

Operations advisory

Illustrative experience across professional-service delivery and cross-functional operations.

Methods

Interview, map, test, review

Use observation and stakeholder interviews before recommending a new workflow.

Boundaries

No guaranteed commercial outcome

Results depend on baseline conditions, leadership support and execution.

GOOD FIT

Leaders who can provide access to workflows and involve the people implementing changes.

IMPORTANT BOUNDARY

A presentation-only strategy with no sponsor, evidence access or implementation owner.

Do you implement recommendations?	Implementation support can be scoped after the diagnostic; it is not assumed.
Can confidential data stay internal?	Agree an access protocol, anonymization rules and document handling before the work starts.
How are fees set?	Define the business question, participants, data access and deliverables before a proposal.

THE NEXT CONVERSATION

Request a diagnostic conversation.

dev@profile.example · placeholder only

USEFUL CONTEXT TO SHARE

→ Operational issue and business context

→ Team size and current workflow

→ Desired decision and timeline

This is not a live contact channel. Use verified details in a real profile.

FICTIONAL SAMPLE