

Why WSCS - Our Profile, Qualifications and Experience with the City of Markham

WSCS is an innovative, boutique consulting firm focused on promoting excellence and innovation in the public sector. Our company slogan, WE SEE CLIENTS SUCCEED, typifies our belief that we are partners in the journey towards excellence and innovation in the public sector. You will see our senior consultants throughout the project and you will not get a 'TEMPLATE' type of report. Rather, we will customize our findings based upon the City's reality. We deliver on time and on budget.

Our focus is public sector with the majority of client base in municipal and provincial governments. We have successfully completed 17 full and partial service delivery reviews in the last 3 years, 5 under the Municipal Modernization Program. In a recent news release, WSCS was profiled by the Province of Ontario for its recommendations on service improvements and savings utilizing LEAN Six Sigma approaches (<https://news.ontario.ca/en/release/60109/ontario-supports-modernization-of-small-and-rural-communities>).

WSCS's has put together a Diverse team Experts in the Municipal Sector for this project:

Tammy Carruthers, BA CPA CGA CFE CICA PMP CLMSSBB CCA MCITP CISA CCP - Project Manager with over 30 years of experience in the public sector and as a consultant who has led the team in over 60 service/business process reviews and built WSCS into a unique, boutique firm that others emulate. She has over 15 years experience in quasi judicial boards including Landlord and Tenant Board (LTB), CRTC, Treasury Board Secretariat and Rent Review Hearings Board. Tammy was a key advisor to the Ontario Standing Committee on the LTB transform.

Kelly Stilling, A+CompTIA, OCP, MCSE, MCDDBA, CCP, IT Consultant is a former municipal councillor and municipal system administrator. With Stardyne Software, he implemented several Enterprise Resource Planning Systems in municipalities across the country.

John Skorobohacz, CDC, BA, CCP, Ontario Municipal Leadership Institute (OMLI) is the former City Manager/CAO as well Clerk with several municipalities including Windsor, Burlington and Midland. John has extensive experience in municipal enforcement and bylaw development.

Angela Gravelle, LSSYB, CCP Change Management Consultant is the Executive Director of the Ontario Municipal Leadership Institute with significant municipal management experience in the Clerk/CAO offices for the City of Burlington and Town of Milton.

Jawad Kassab, LLB, MBA our legal and governance consultant, has extensive experience transforming legal services and processes with Legal Aid Ontario and recently as a consultant with WSCS.

Linda Markell, BA, is a trained adjudicator, mediator and trainer with over 30 years experience in quasi-judicial boards including Ministries of Municipal Affairs/Housing, and Labour.

Our Experience with the City of Markham



We began our relationship with Markham when we were fortunate to be engaged to undertake a review of the Building and Planning processes across the City in 2013. Here is our history:

2013 - Building/Planning Process Review and Electronic Plan Submission Assessment - This project introduced the City to LEAN Six Sigma methodologies and involved consultations across all departments and customers involved in building/planning processes, mapping of those processes and development of a future state. We undertook an evaluation of available electronic plan submission software, analysis of cost/benefit and required specification. We understand that this created a roadmap for the City and considered to be a leader in this area.

2014 - Counter Customer Services - Review of all Counter Services in the Clerk's Department, Finance, Recreation resulting in a transformation roadmap and process savings.

2017-2019 - Human Resources/Payroll - Business Process Analysis and development of a Responsibility Matrix for HR/Payroll Implementation of ADP. This review was intended to support the City in preparation of its audit by the Auditor General which was very successful.



**Service
Delivery/Business
Process Reviews**



**Asset
Management**



**Process Redesign,
Policy & Procedure
Development**



**Fraud Prevention,
Risk Management
& Internal Control
Assessments**



**Long Term
Financial Planning**



**ERP & Technology
Procurement,
Assessments**



**Value for Money
Audits**



**Training
Development
and Delivery**

***We see opportunities....
our clients see results.***