



EAGLE HILL
unconventional consulting

Our FDA Story

FEBRUARY 2018

WWW.EAGLEHILLCONSULTING.COM



Who is **Eagle Hill** Consulting?



What is our **FDA story**?



How can our **success factors** benefit you?



Who are we?

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Who is Eagle Hill Consulting?



OUR AWARDS

- *Forbes* "America's Best Management Consulting Firms" (2017, 2016)
- *Vault's* "Best Consulting Firms for Innovation"; #6 (2017), #2 (2016)
- *Vault's* #2 "Best Boutique Consulting Firms" (2017)
- *ALM Intelligence* "Best in Category Provider for Employee Experience (EX) Consulting" (2017)
- *Consulting Magazine's* "Fastest Growing Firms"; #6 (2016), #8 (2015)
- *Washingtonian Magazine* "Great Places to Work" (2007-2015)

Great People



More than 3/4 of our people have worked for top tier consulting firms



Rigorous *TopGrading* process to recruit high-quality talent



Strong Core Values

- ✓ Collaboration
- ✓ Impact
- ✓ Family
- ✓ Fun

Solid Track Record



14+ YEARS

Delivering quality client results



80+ CLIENTS

Federal, nonprofit and commercial



74% GROWTH

Average annual rate for revenue since 2010

100%

of our clients report that they would "definitely work with [Eagle Hill] again."

Multi-Disciplinary Expertise

Organizational Design

Human Capital

Change Management



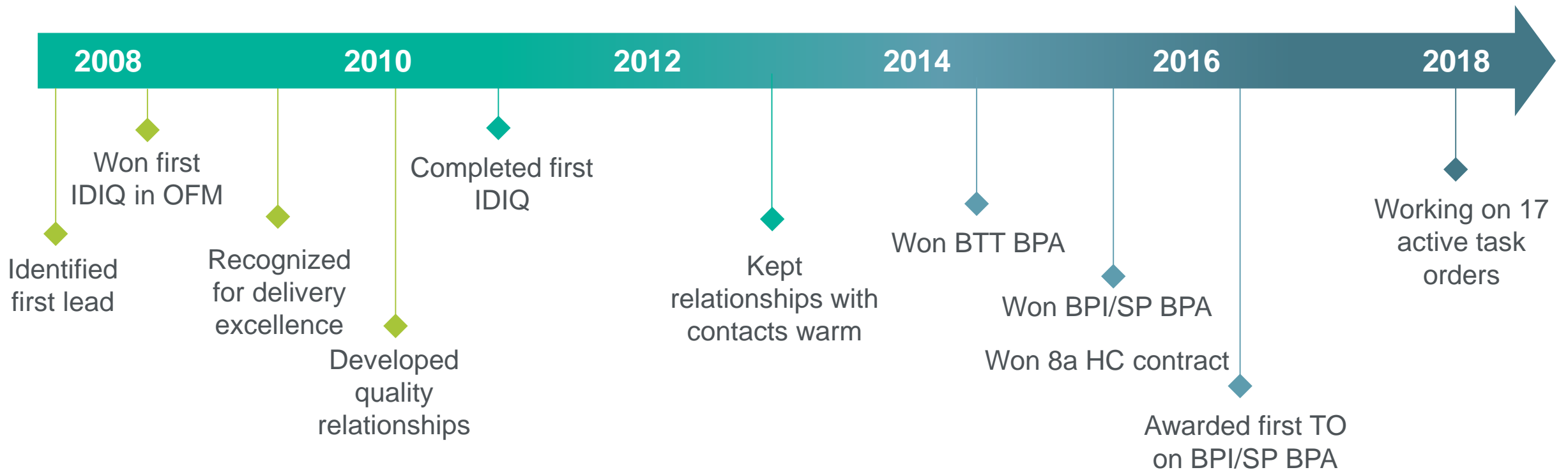
Strategic Planning

Process Improvement

Program Management



What is our FDA Story?



What do you think is your single, most important aspect of being successful at FDA?

**Success
Factor #1**





Success Factor #1: Know what you do well and how it can help FDA.



DEFINE



DIFFERENTIATE



ALIGN

ORG DESIGN

STRATEGIC PLANNING

HUMAN CAPITAL

PROCESS IMPROVEMENT

CHANGE MANAGEMENT

PROGRAM MANAGEMENT



The Annual Performance Review

Old-school or Timeless Tool?

A corporate trend away from annual performance reviews has been making headlines lately, leaving business leaders second-guessing their companies' performance management programs. While those who've eliminated them claim that formal performance reviews are too costly, overly time-consuming, and a hindrance to productivity, we at Eagle Hill believe there's more to this decision than just the company's bottom line. Informed by our nationwide survey on employees' views of the annual performance review, we've found that:



In our human capital work at Eagle Hill, we've found that annual performance reviews have become so rote that, in many companies, management targets to periodically assess the reasons for conducting them. In our survey, we asked employees how performance reviews are used in their organizations. The most common uses selected are to benchmark accomplishments over the past year (78 percent), to make sure managers and employees are on the same track in terms of goals and objectives (77 percent), and to set goals for the following year (75 percent). Fewer employees said that reviews are used to document their performance as it relates to their next promotion (62 percent) or to provide a list of actionable career development activities (52 percent).

FDA must make medical device complaints transparent

by Jerry Turner | Feb 26, 2016 12:31 AM



How often do we depend on customer reviews when choosing a restaurant, or making movie plans? We don't even think about it. Tomatoes have changed the way we plan dinner and a movie. But if you're suddenly in the market for a pacemaker, hip or knee medical devices, it isn't so easy to check the reviews. And the reviews for medical devices are out there.

2018-2020 STRATEGIC PRIORITIES

Center for Devices and Radiological Health

January 2018

FDA News Release

FDA, USDA announce formal agreement to bolster coordination and collaboration

January 30, 2018

U.S. Agriculture Secretary Sonny Perdue and FDA Commissioner Scott Gottlieb, M.D. announced at the White House today a formal agreement aimed at making the oversight of food more efficient and effective by bolstering coordination between the two agencies. The formal agreement outlines efforts to increase interagency collaboration, efficiency and effectiveness on produce safety and biotechnology activities, while providing clarity to manufacturers.

"Today, Commissioner Gottlieb and I signed a formal agreement to promote coordination and the streamlining of capacities and obligations on shared concerns and production," said Secretary Perdue. "Congress passed the Food Safety Modernization Act and assigned responsibilities to the USDA and the FDA. The agreement will help us better coordinate our efforts to ensure the safety of the food supply."

**Success
Factor #2**





Success Factor #2: Knock it out of the park and communicate your impact.



**DEFINE
SUCCESS**

Meet with your client early to define success and check in regularly.



**DELIVER
OUTCOMES**

Go beyond delivering tasks and activities; deliver outcomes.



**ARTICULATE
IMPACT**

Communicate how you left them better than you found them.

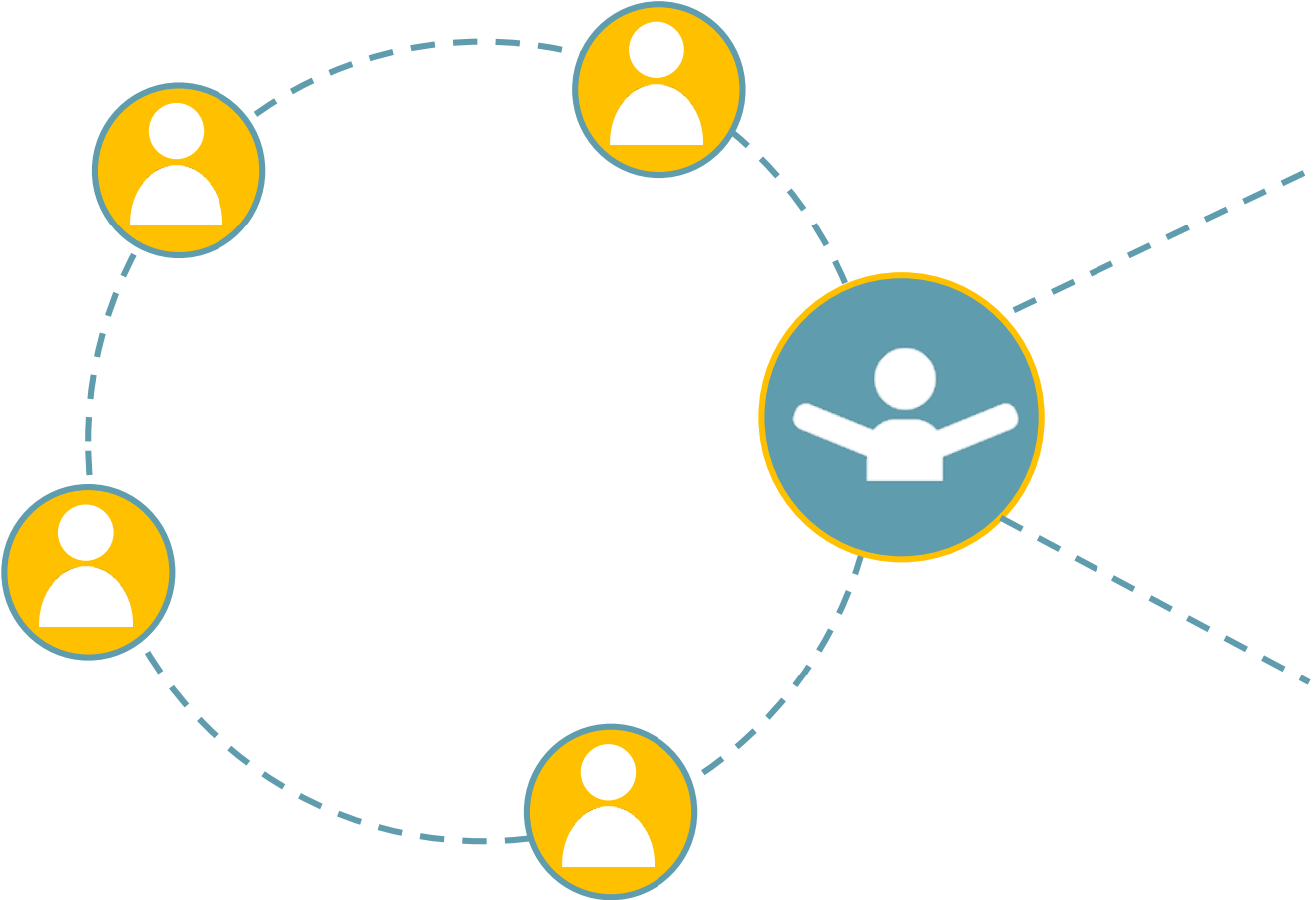
**Success
Factor #3**



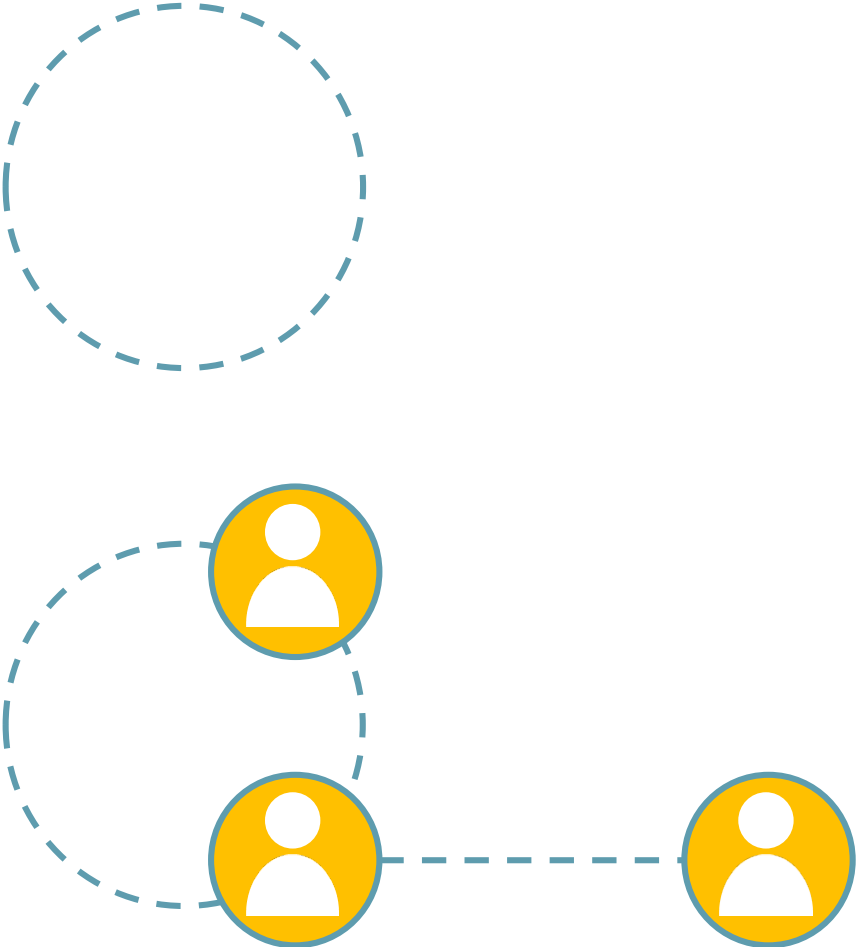


Success Factor #3: Relationships rule.

OPERATE AS A TEAM



MAINTAIN RELATIONSHIPS



Q&A

