U.S. capability statement

Coleman Efficiency provides process improvement, logistics and operations consulting, and DOT compliance and regulatory management. We connect how work is done, the information people need and the records that support the operation.

Where the work fits

Based in Fort Smith, Arkansas, serving U.S. operations. Useful starting points include a small business struggling with handoffs, a contractor or repair business coordinating jobs and materials, an owner-operator or delivery operation organizing records, or a warehouse, distributor or manufacturer improving flow and capacity.

Services and practical deliverables

Service	Typical work product
Operational Assessment	Current-state process map, bottleneck and exception analysis, baseline and prioritized findings.
Process Improvement & Operational Implementation Support	Practical workflows, SOPs and work instructions; clear ownership, trial plans, training and implementation support.
Process Standardization & Sustainment	Control routines, KPI review, process-owner coaching and reassessment.
KPI & Capacity Analysis	Measure definitions and decision owners; labor, equipment, charging and capacity analysis.
Systems & Workflow Alignment	Workflow and data handoffs, duplicate-entry review and operational requirements; coordination with the client's technology providers.
Operational Readiness & Change Support	Role and shift handover planning, routine-work and exception walkthroughs, readiness gaps and follow-up ownership.
DOT Compliance & Regulatory Management	Applicable-requirements review, record and gap review, organized files, deadline tracking, corrective-action follow-up and agreed ongoing administration.

Observe, Define, Implement, Sustain

Observe work and evidence. Define the problem and next step. Help put agreed changes into use, then check results and keep the method current. Inventory accuracy, materials flow, office-to-floor handoffs, employee knowledge capture, onboarding and performance analysis can be included in the agreed scope.

Evidence and responsibility

Findings are traceable, with assumptions and limits stated. Samples are fictional, not client results. Prior-employment references are available privately. Client management retains operational and safety authority; authorized client IT or qualified specialists retain technical system changes.

Focused projects and your CE contacts

Start with one defined problem. Agree practical outputs and who owns the next step, then use CE's Observe, Define, Implement and Sustain method to follow through.

Focused projects	Typical outputs
Inventory Accuracy Review	Evidence-linked discrepancy log for the agreed items and locations; prioritized counting or transaction checks with owners; a follow-up using agreed definitions and a recorded sample.
Office-to-floor Handoff Improvement	A map of the selected handoff; a checklist or shared record with ownership and escalation rules; a trial and follow-up review of completeness, clarification requests or rework.
Employee Knowledge Capture	A process and decision reference covering the task, checks and exceptions; a reviewed version with an owner and review date; a backup-user practice record with gaps and corrections.

DOT review or setup and ongoing management

A one-time project identifies applicable requirements, reviews records, organizes driver, vehicle and carrier files, and hands over a gap list and deadline tracker. Ongoing administrative management is separately agreed, with included tasks, responsibilities, review arrangements and limits in writing.

Support can include document collection, deadline and expiration tracking, corrective-action follow-up and audit-readiness preparation. We start with the vehicles, transport activity and applicable federal and state rules. Requirements differ by operation. CE does not conduct official government audits or guarantee regulatory approval.

Your CE contacts

John Coleman | Founder & Principal Consultant

John leads assessment, operational analysis, process design and recommendations. He confirms the operational need and scope and remains responsible for the accuracy of CE's operational findings and proposed approach. john@colemanefficiency.com

Natalie Coleman | Operations & Communications Lead

Natalie leads business operations, inquiries, onboarding, coordination, client communications and administrative follow-through. She helps keep information requests, meetings, schedules, documents and agreed actions organized throughout the engagement. natalie@colemanefficiency.com

John leads the operational work; Natalie coordinates the engagement. Client management retains operational and safety authority, and authorized specialists retain technical system changes.

Scope and responsibility

Agree the process or sample, access, outputs, client responsibilities and completion criteria before work begins. Findings from a sample do not certify the whole operation. The client's process owner approves the method and final materials; authorized specialists retain live-system changes. Practice does not certify employee competence.

For the operational question, contact John. For inquiries, onboarding and coordination, contact Natalie. Engagement language is agreed in advance.

Coleman Efficiency LLC is an Arkansas limited liability company, based in Fort Smith and serving U.S. operations.