



TURNKEY

SOLUTIONS LLC

Unlocking the Door to Opportunity

8(a) and EDWOSB Certified



Improve Your Citizen Experience with Our Customer Experience Strategies

Introducing **AAPII**, our proprietary methodology for revolutionizing the customer experience. With AAPII (pronounced like "happy"), we can precisely determine what it takes to move the needle and take your agency's operations and the citizen experience to the next level.

How Do We Do AAPII?

- **Assess** the needs of people, efficiency of processes, and practicality of technology throughout the organization.
- **Analyze** the results of each assessment and consider them in concert.
- **Prioritize** the findings from the Analyze Phase, allowing us to create an actionable plan to address short-term ("quick wins") and longer-term recommendations.
- **Implement** each recommendation and measure improvement.
- **Improve** through implementation of a "continuous improvement culture".

AAPII Services

