



# DELEGATION & OPERATIONS CONSULTING

**DAVID C: FOUNDER OF AN ENGINEERING FIRM**

**Client Testimonial:** *"I thought I was indispensable. Apex showed me I was actually the problem. Learning to delegate transformed my business and gave me my life back. My team is more capable than I gave them credit for."*

## CLIENT COMPANY OVERVIEW

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- Engineering services firm with 22 employees
- Annual revenue: \$3.1M
- Challenge: Founder bottleneck preventing growth

## THE SOLUTION

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Apex Virtual Solutions provided a 6-month consulting engagement including:

- Delegation assessment and leadership style audit
- Custom delegation framework identifying tasks to delegate, automate, or eliminate
- Training for David and his leadership team on trust-based delegation
- Systems for quality control without micromanagement
- Authority matrix defining decision-making levels
- Monthly coaching sessions to reinforce new habits

## THE CHALLENGE

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David personally approved every client proposal, reviewed all technical drawings, and made every hiring decision. His team was capable but waiting on him for everything. Growth stalled at \$3M despite strong market demand because David couldn't delegate effectively. He was the bottleneck, working 70+ hour weeks and approaching burnout.

## RESULTS (12 MONTHS POST ENGAGEMENT)

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- David delegated 65% of previous tasks to his team
- Proposal approval time reduced from 5 days to same-day
- Employee empowerment scores increased from 4.2 to 8.9 (out of 10)
- David's work hours reduced from 70 to 48 per week
- Revenue grew from \$3.1M to \$4.2M (35% growth)
- Successfully hired and onboarded 6 new team members
- **David took his first 2-week vacation in 7 years**