

WHO WE ARE

McBix Consultants is a woman-owned small business that puts senior operators on hard delivery problems. We run programs, fix processes, implement systems and put AI to work with guardrails, then train people so the change sticks. Both principals deliver: a **PMP, SAFe SPC and Lean Six Sigma Black Belt** with 17 years across public-sector, federal and PE-backed programs, and an **MBA and Black Belt** who has run 160-person, multi-site operations.

CORE COMPETENCIES

- **Program and project management**
PMO setup, schedules, reporting, agile and SAFe delivery
- **AI adoption and governance**
Use-case selection, review gates, audit trails
- **Operations and logistics**
Contact centers, multi-site ops, workforce planning
- **Change management and training**
Role-based training, adoption, HR process design
- **Customer and market insight**
Voice of the customer, journey design, positioning
- **Process improvement and SOPs**
Lean Six Sigma, A3, process maps, desk guides
- **Systems implementation**
Requirements through go-live: HRIS, CRM, ITSM, dispatch
- **Acquisition and vendor management**
Specs, SOW/PWS, RFPs, contracts, SLAs
- **QA and audit readiness**
QA programs, compliance SOPs, inspection prep
- **M&A integration**
Buy and sell side support, post-merger standardization

PRINCIPAL EXPERIENCE

prior to McBix · **CB** Charley · **MB** Matthew

Radiology group

CB

Ran a 100-agent contact center: volume **+21.9%**, budget **-10%**, **\$325K** saved via nearshore vendor. Led standardization after acquisition by a national imaging provider.

Two-plant manufacturer

CB

Directed 160 staff on 9 lines. Negotiated vendor contracts, cut setup time **60%**, and integrated an acquired division with no production loss.

Plasma collection network

CB

Built a 4-site QA team and FDA-aligned SOPs for an FDA-regulated operation. **100%** audit pass rate, zero deficiencies.

Oncology practice

CB

Lean projects in scheduling, 5S and A3. Trained **75+** staff in Lean Six Sigma.

County emergency management

MB

Wrote the specs, RFP and implementation plan for a **\$12M** P25 radio system for police, fire and EMS. Implemented 911 dispatch and ran the QA/QI program.

Federal contractor (CMS)

MB

Led Medicare Part A, B and D appeals casework, including ALJ escalations and records security procedures.

PE-backed ACO

MB

Ran **40+** concurrent projects, negotiated vendor contracts and SLAs, and integrated acquisitions. HRIS, ITSM and CRM rollouts.

PE-backed consultancy

MB

Directed a **\$20M** delivery portfolio and 9 delivery leads. **+15%** billable hours, **10%** faster delivery. Two sell-side transactions.

MCBIX ENGAGEMENTS

Salesforce and data consultancy

AI delivery platform: governed model routing, human review gates, read-only CRM and data connectors.

Healthcare revenue cycle services company

Rippling HCM implementation, HR process redesign and SOP rewrite, under NDA and BAA.

Flooring and cabinet retailer

Built an operations platform for jobs, inventory, purchase orders and receiving.

KEY PERSONNEL

Charley Bixby

Founder & Managing Partner

MBA · LSSBB · DBA (in progress)

Multi-site operations up to 160 staff, QA and audit readiness, workforce planning, vendor contracts, acquisition integration.

Matthew Bixby

Founder

PMP · MBA · LSSBB · SAFe SPC

17 years in program delivery: public procurement, federal operations, AI systems, PE-backed M&A.

NAICS

541611	Admin & General Mgmt	PRIMARY
541612	Human Resources Consulting	
541613	Marketing Consulting	
541614	Process & Logistics Consulting	
541618	Other Management Consulting	
541512	Computer Systems Design	
541519	Other Computer Related Services	
541690	Other Scientific & Technical	
541990	Other Professional & Technical	
561110	Office Administrative Services	
611430	Mgmt Development Training	
PSC R408 · R499 · R425 · R707 · R799 · U008		

WAYS TO WORK WITH US

Agencies

Direct award and small business set-asides

Prime contractors

Subcontract or teaming, per task order

Commercial

Fixed-scope projects or ongoing support