First Light Guidance

STRATEGY AND OPERATIONS CONSULTING

Your navigator from idea to implementation

FOR SMALL BUSINESSES

Your business, running the way you pictured it.

Small teams wear every hat. We help you set direction, fix what slows you down, and build a business that runs smoothly whether or not the owner is in the building.

WHAT CHANGES

Time back
Fewer fires, fewer late nights, and fewer calls on your day off.

Money kept
Less waste, fewer stock-outs, and staff scheduled when you need them.

A steadier team
Clear roles and simple guides, so everyone does it the same good way.

Happier customers
Shorter waits, fewer mistakes, and regulars who keep coming back.

WHAT WE DO

Strategy and roadmaps
Clarify where you're headed, what makes you different, and the plan to get there.

Operations and capacity
Match staff, schedules, and stock to real demand, rush hours included.

Workflow and process redesign
Smoother steps and handoffs, built with the people who do the work.

Measures and dashboards
A few numbers your team can run on, with clear triggers to act.

Project management
A new location, service, or system, planned, piloted, and rolled out, with owners and dates.

Quality and training
Standard work, job aids, and hands-on training that sticks.

HOW WE WORK: EIGHT STEPS

DIRECTION

1. Set the vision
2. Shape the strategy
3. Define what you need to be good at

DIAGNOSIS

4. Understand how the business runs today
5. Check today's work against the plan

DELIVERY

6. Design and innovate with your team
7. Plan it and put it in motion
8. Make it stick

Measures run through every step. Baselines early, every change tested, and triggers that send you back to any step.

PROOF FROM THE FIELD

Environmental engineering firm
Excel models that made site sampling reports accurate and scalable, tracking state DEC compliance, trends, and thresholds for remediated sites.

Marketing and product research
Focus group and survey data from product assessments turned into insights, SKU-level sales analysis, and C-suite presentations for product decisions and positioning.

Clinics and hospitals
Scheduling, staffing, and workflow redesign across 45+ clinics, and 75+ cost improvement projects with 4 to 10 times return.

WAYS TO START

A focused look
One problem, a clear plan
Time on site at the hours that matter, and a plain written plan for what to fix first.

A tune-up
Fix it with your team
We map the work, fix the biggest snags, and leave simple tools behind.

A steady partner
Someone in your corner
Regular check-ins to keep projects, numbers, and decisions on track as you grow.

A custom tool
Built for how you work
Simple apps and spreadsheets for scheduling, ordering, and tracking.

WHO WE WORK WITH

Cafés and restaurants · Retail · Hospitality · Salons and spas · Fitness studios · Trades and home services · Professional services · Clinics and practices · Manufacturing · Distribution · Engineering and environmental firms · Customer service · Nonprofits

A clear scope and price range in writing before anything starts. **No pitch deck. Just a conversation.**



Nick Andrianas OWNER

Nearly 15 years designing processes, systems, and models for health systems, government agencies, and businesses. He started First Light Guidance to bring that discipline to growing businesses. M.S., Industrial Engineering.

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