

Samples of Our Clients' WorkOut Results

Technology

- Delivered a support strategy for public safety wireless data solution; to achieve a high level of customer satisfaction while contributing to growth objectives:
Results:
 - **Convenient source for answers built into existing 1-800-# service**
 - **Website customized with capabilities to address solution-specific components & customer requirements**
 - **Education program for in-depth solution knowledge**
- Developed wireless data solutions that are quick to market & exceed user requirements:
Results:
 - **Solution based on open architecture enabled for emerging technologies**
 - **Enhanced data capture, peer messaging, methodology that maps customer requirements to infrastructure.**

Utility

- Matched accounting rules to business practices.
Results:
 - **Simplified procedures, revised calculations and inputs created a significant rebalancing of financial resources, realizing new revenue gain of up to \$5 million, repeatable yearly.**
- Changed an average safety record and contention between labor and management.
Results:
 - **Tangible changes in safety inspections, increased communication and employee involvement in all safety decisions, and a rewrite of the Safety Manual -- within 5 days with strong partnering between Union and Management and 100% consensus on ALL modifications.**
 - **Perhaps more significantly, Union and Management committed as full partners to roll this out in the field in order to improve the company's safety record.**



Consumer Services

- **Increased sales by \$500,000 annually by selling through and to internal businesses.**
- Simplified the in-store audit process which was inconsistent, complex and cumbersome it impeded the Store teams from doing their regular work and serving the customer.

Results:

- **In-store audit completed in one, consolidated 30 minute review, tailoring standards to Store-type, reducing:**
 - 83 measurements in non-gasoline stores to 17
 - 117 measurements in gasoline stores to 42
 - From safety as condition focused to safety is behavioral focused
 - From clean conditions measured on multiple audits to measured by customer perspective

Financial Services

- Implemented a financial planning process to serve the needs of the entire customer spectrum

Results:

- **Structuring appropriate features & benefits to different customer segments**
- **Developed prospect & client interfaces for different segments**
- **Point of service skills and development needs process delivered**
- **Integrated two disparate compensation systems into one during a merger process.**

Manufacturing

- **Reduced cycle time on one manufacturing process by 34%.**
- **Productivity gains in the manufacturing process, in the working relationship between engineering and manufacturing, and through developing a new process for measuring productivity.**