



Groupe Berlie S.A.

Capabilities

Process Improvement



Focused Action

- Needs assessment
- Communication of Management expectations
- Analysis of operation and current systems
- Identify areas of opportunity
- Application of ‘best practices’
- Customize recommendations to fit situation
- Assist management team with implementation
- Follow up and re-implementation



Management Expectations

- Communication of Executive Management Vision
 - Is message concise?
 - Is message consistent with mission?
 - Is message easily understood by all associates?



Analysis

- Purpose of Analysis
- Identify strengths of organization
- Identify level of current system implementation
- Identify and analyse cost of system changes or improvement



Identify Opportunities

- Process Improvement Opportunities
- ‘Strengths Matching’ of personnel
- Systems changes/enhancements
- Feed-back Loop Process



Application

- Application of identified 'Best Practices'
- Industry and non-industry based
- Systems 'fit' and function
- Analysis and feed-back



Recommendations

- Custom-tailored Recommendations
- Maximum utilization of existing People and Plant
- Designed to be within scope of established budget
- Ease of Implementation



Team Implementation



Team Implementation

- Your Team with Our Team
- Coaching Techniques
- Action Planning for Success



Follow Up

- Ready, Fire, Aim!
- Analysis of Implementation Steps
- System Refinement - 'kaizen'
- Re-implementation



Facilitation



Individual Coaching

- Identify individual strengths
- ‘Fit the Job to the Person!’
- ‘Customize’ your Team Members!



Focus Groups

- Focus Group Criteria
- Establish Demographic Make Up
- Facilitate Focus Group Events
- Data Assembly
- Executive Summary & Details
- Review and Analysis of Events



Mystery Contacts

- Sales or Customer Service
- Internet, Telephone, In Person
- Data Assembly
- Executive Summary & Details



Partial Client List

- American Honda Motor Company
- American Isuzu Motors
- Automotive Associates
- Beringer and Associates, Inc.
- Crane Morley, Inc.
- Hyundai Motor America
- Maritz Performance Improvement, Inc.
- Mazda North American Operations
- Nissan USA
- Southeast Toyota Distributors, LLC
- Toyota Motor Sales, U.S.A., Inc.





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