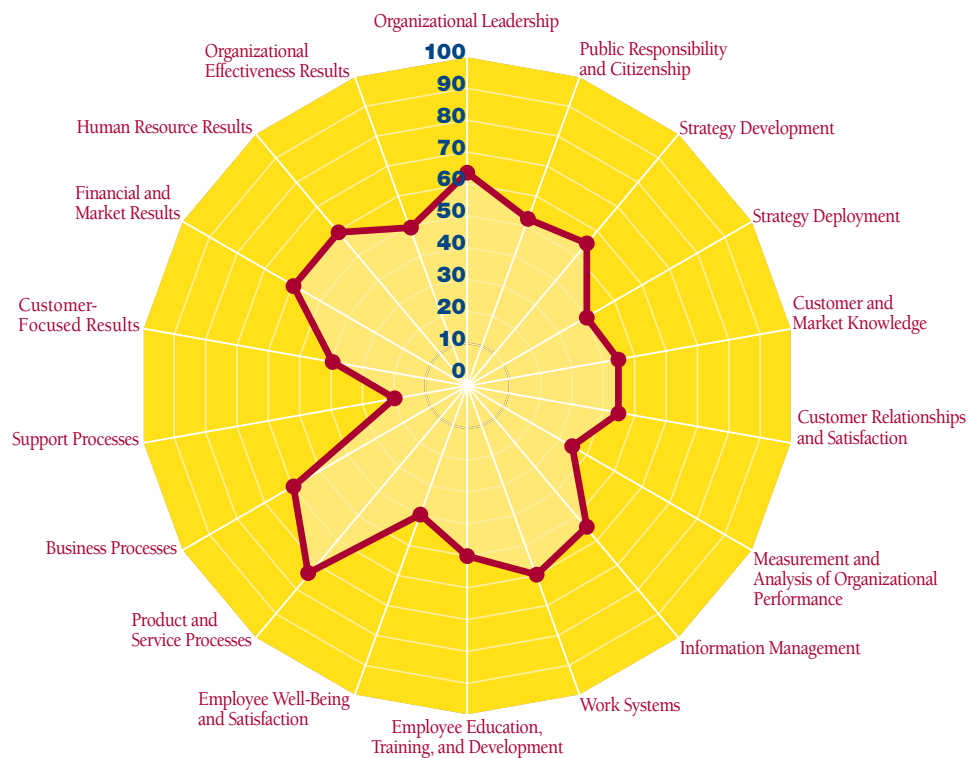


Use the Power of Six Sigma to Get the Most Out of Your Organization

Assessment methodology invaluable for successfully diagnosing problems and accelerating improvement initiatives

Enterprise-wide Assessment and Process

- Leadership
 - Planning
 - Customer focus
 - Market focus
 - Information gathering
 - Data analysis
 - Human resource focus
 - Process management
 - Results
-
- Focus strategy
 - Select the right projects
 - Select and train the right people
 - Plan and implement business improvement
 - Manage excellence
 - Sustain gains



Appearances to the contrary, many organizations are not as healthy on the inside as they appear to be on the outside. Indeed, a closer look at their corporate governance, key business processes, trade practices and client relationships will usually tell quite a different story than their financial metrics alone.

For example, rising sales can just as easily result from overloading a distribution channel as from making market share gains. And improving margins could be just as attributable to diminished quality as cost reductions.

These are two of the more obvious examples, but what about others that escape everyday notice, let alone attention? How do you deal with trouble areas you may not even know exist? This is where the discipline and focus of Six Sigma can make a difference.

Regardless of whether you have a Six Sigma improvement initiative already underway and want to accelerate progress, or are on the verge of beginning a new one, USC Consulting Group can help improve your chances for success.



USCCG's Six Sigma assessment of your organization will encompass the following areas and deliverables

USCCG's Six Sigma assessment - developed by leading experts in the field* - will examine nearly two hundred individual aspects of your organization, including the following major areas and deliverables:

Vital Signs

- An evaluation of leadership's willingness to drive the change process
- The customer's and market's perception of the organization
- The employees' view of the organization
- The competitive landscape and the organization's rank within it
- The organization's deployment strategy and current assessment methods
- The consistency of product and service delivery over time
- Organizational strengths, weaknesses, opportunities and threats
- Data system and integration (availability and ease of use of essential tracking data)
- Type of accounting system and financial support capability for improvement initiatives

Organizational Structure and Alignment

- Are the company's mission, vision and values clear and consistent?
- Is the company driven from the top down or subtly directed from the bottom up?
- Are its key metrics known and aligned with organizational goals?
- Do compensation, reward and recognition programs offer appropriate incentives to essential staff?
- Is it willing to challenge the status quo to improve its performance?
- Are all business processes designed and operated to achieve its mission and vision?
- Is it able to apply lessons learned?

Infrastructure

- Are resources adequate and dedicated to the priorities at hand?
- Do they possess the necessary training and skill sets to succeed at assigned tasks?
- Have they been given an internal mandate or charter to make change?
- Does the organization have so much on its plate that improvement initiatives are subordinate to other activities?

Projects

- Have projects been properly selected for their potential impact on the organization?
- Have they been properly defined in terms of the timing and scope of their deliverables?
- Are they based on a strong business case, e.g., a targeted top- or bottom-line improvement or ROI?

- Are they focused on implementing quick fixes rather than finding and remedying root causes to improve consistency and long-term results?

Tools and Methodology

- Perception and intended use of Six Sigma
- Building blocks of quality management are in place as a foundation upon which to build Six Sigma
- Familiarity with lean thinking and other improvement disciplines
- Understanding of the value-stream and process mapping
- Utilization of statistical tools, e.g., SPC, cause-and-effect diagrams, etc.
- Adequacy of current metrics tracking

At the end of our assessment, you'll know what it'll take to raise your organization to the next level: where and how to reduce costs and improve productivity, what specific improvement initiatives will enhance its financial performance, and which world class operating practices will enable you to set it apart from its competitors.

You'll also have consensus among the management team and the organization's various stakeholders for the changes that need to be made and a specific proposal from us outlining various ways in which we can assist you – including everything from full intervention, to training and facilitation, to issue-specific solutions as internal resources allow.

An Invitation

If you'd like to significantly improve the operational and financial performance of your organization in a relatively short period of time, please give us a call at **(800) 621-6943** to schedule an initial consultation with one of our knowledgeable business development executives. There's no obligation and we'll make sure that your time is well spent.

We look forward to the possibility of assisting you.



First we make it work. Then we make it last.™

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*Assessment developed by Edward Popovich, Ph. D. and Director of USCCG's Six Sigma Practice, and Gary Floss, former Malcolm Baldrige Award examiner and judge, of BlueFire Partners, exclusively for USC Consulting Group.

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