

# \* Enhancing Your Organization

- Invest with Confidence & See Success ▪

Scott Munger - EHD Technologies  
Mike Shumaker – Focused Quality Solutions  
Tuesday March 21, 2006



# Agenda

<u>Item</u>	<u>Time</u>	<u>Start</u>
● Introduction	5 min	7:00
● Company Overview (4)	4 min/co.	7:05
● Spot Light Companies (2)	1 min/co.	7:20
- Not on panel		
● Generic Questions		7:25
● Open Questions		7:40
● Highlights		7:55

## Information to walk away with:

- Learn what it's like to specialize as a consultant to support improvements and enhance organizations.
- Gain experience and benchmark with challenges faced in enhancing organizations.
- Identify potential resources that can help Cincinnati companies achieve project goals.
- Understand how to contact a consultant.

# Areas of Expertise

## Specialty

- Supplier Development
- Six Sigma
- IT Solutions
- Banking Systems

### Spotlight Companies:

- GMP - Healthcare
- Quality Systems, CI, CT, Cust Support, Trng & Dev

## Resource

- EHD Technologies
- Strategic Solutions
- Johnson Consulting
- Steinmetz Consulting
  
- Artisan Consulting
- Focused Quality Solutions

**Tiger and Steve hold the Claret Jug  
(The PGA Golf Champion Trophy) after winning the British Open**



Only three caddies in nine (9) years. Why?

# EHD Technologies

Mike Claudio – HQ Cleveland, TN (423/284-4516)

## Specialty:

- Supplier Development
- New Program Implementation
- Quality Management Systems
- Technical Representation

## Clients:

Manufacturing

- Nissan, Mercedes, Delphi, JCI, Arvin-Meritor, Hella

**Project:** Managed quality improvement activities for 12 suppliers.

**Result:** Contributed to JD Powers IQS score improvement (+22%).

**Project:** Improve delivery performance and reduce short shipment issues.

**Result:** Implemented leveled scheduling process and went from 40 → 95% on time quality

# Strategic Leadership Solutions

Tom Brodbeck – Springfield, Ohio (937/390-9773)

## Specialty:

- Six Sigma Training and Project Management
- Leadership Development

## Clients:

- Columbus Public Library
- Clark State/Edison College
- Breakthrough Mgmt. Group
- Nationwide
- Cincinnati Health Alliance
- Constellation Energy
- Navistar International

## Project: Reduce Credit Invoices.

Credit processing and handling of returns was addressed.

## Result:

- \$500,000 savings
- 41% reduction in credit volume

Project: Trained over 1,000 Six Sigma Black Belts and Green Belts in 40 companies



# Johnson Consulting Services

Bruce Johnson, PMP, CQE – (513/520-2357)

## Specialty:

- Project Management
- Process Improvement
- IT Solutions

## Clients:

- Government
- Healthcare
- Social Service Agencies
- Other For Profit Service Organizations

## Project:

Multi-county Public-Private Partnership

## Result:

- Developed Strategic Plan
- Consolidated IT Depts for 6 Co Ag
- Received \$650K grant for DWH

## Project:

Re-engineered ASO Accounting Dept

## Result:

- Redesigned COA, *and* P & Ps
- Replaced IS & Developed Ex. Dashbd
- Increased Productivity 50%

## Steinmetz Consulting, LLC

### Financial Risk Management Associates, LLC

Becky Steinmetz – HQ Cincinnati, OH (513/535-5327)

#### Specialties:

- ISO 9000:2000
- Banking Systems

#### Clients:

- Newman Sanitary Gaskets
- Community Banks

Project: Develop, train, implement, audit ISO.

Result: Added new customers and improved many quality measures.

Project: Evaluate loan processes.

Result: Identified deteriorating financial condition of borrowers that had not already been identified by bank management.

# Artisan Consulting Group

James A. Wulfeck, Jr – Ft. Mitchell, KY (859/331-4333)

## Specialty:

- GMP, Systems Mastery™ and Professional Mastery™ in Healthcare Manufacturing and Delivery, Small Businesses and Community Service Organizations

## Clients:

- Food and Drug Administration
- GlaxoSmithKline
- American Red Cross
- Abbott Laboratories
- Colorcon
- Pfizer
- Johnson & Johnson

**Project:** Facilitate the development of an integrated Global Quality Management System/ GMP strategy for manufacturing sites, suppliers and commercial locations.

**Result:** Consistent quality to patients, confident compliance to regulators, and continuously improved performance for the business.

**Project:** Develop competency - based professional development process for certifying existing and new auditors.

**Result:** Consistent training and coaching strategy resulting in more effective and efficient audit reports and CAPAs.

# Focused Quality Solutions

Mike Shumaker – Cincinnati, OH (513/376-0585)

## Specialty:

- Hardware, Software & Systems - from design and development, through test and delivery, support, and repair
- Customer Support, Training & Dev
- Quality Systems & Supplier Dev
- Leadership, Strat. Plan, Bus. Analysis

## Clients:

- Armed Forces
- Defense Contractors
- Contract Manufacturers
- Component Suppliers
- Machine Shops

**Project:** Provide complete 24/7 support and training for military customers - whatever they needed to support missions

**Result:** Trained, satisfied customers able to use and maintain equipment

**Project:** Help contract manufacturer transition from board shop to a box-build facility, reduce out-of-box failure rates from 5% to <.5%

**Result:** Analyzed all aspects of manufacturing & Quality processes from incoming through parts staging, test processes & yields, rework, inspections, & packaging. Worked closely with engineering & plant mgmt to achieve results.

# Questions

- \* Explain your specialty:  
(scope, region, duration, clients & results)
- 1. Typical project objectives:
  - How are you contacted & by what level in the company?
  - Key questions to establish a project outline?
  - Measures of success?
- 2. Common obstacles observed:
- 3. How to achieve sustainability:
- 4. What is consulting like:
- 5. Making consultation effective:
  - Advice to enhance our own organizations



# Open Discussion



# Discussion Highlights

# 1. Areas For a Tune-up

- PPAP Completion, Supplier Development
- Business & Quality System Analysis, Improvements
- Scrap Reduction, Process Improvement
- Loan Systems Review, Compliance Risks
- Six Sigma Training, Project Management
- IT Solutions, Leadership Development
- Banking Systems, Health Care
- ISO 9000 / TS16949
- Customer Focus, Communication, Planning

## 2. Common Obstacles

- “My system doesn’t need your support”.
- Acceptance of the status quo.
- Convincing execs & mid-level mgmt on value.
- Identifying long-term visionaries who see consulting as a method of investing in their people.
- Non-awareness of quality system applications for processes.
- The client perception of the problem may not be the real issue.
- Consultants tend to have little authority.

## 3. Sustainability

- Company ownership / Mgmt & Employee buy-in.
- Share credit for solutions.
- Participation of employees in the development of a solution.
- Help the people involved see the value of the actions or changes made - What's In It For Them?
- Percentage of employees trained.
- Provide tools for follow-up and completion plan.

## 4. What is Consulting Like

- Relationship building.
- Rewarding, trusted advisor, guide.
- Performance pressure, isolation.
- Satisfaction to help companies not feel so overwhelmed, help employees get a day off.
- Time for marketing and development can require more time than the actual consulting.

## 5. Making Consultation Effective

- Build a relationship with the client.
- Understand what the client really needs.
- Information must be professional, clean and easy to process and understand.
- “Practice what we Preach”.
- Establish criteria to evaluate effectiveness.
- Make realistic promises and over deliver.