



Our services help you add value to your customer

We provide business and management expertise that allows your team to do what they do best- taking care of your customers.

Our expertise:

- Strategic Planning
- Continuous Improvement
- Balanced Scorecard
- Total Performance Enhancement

How We Work

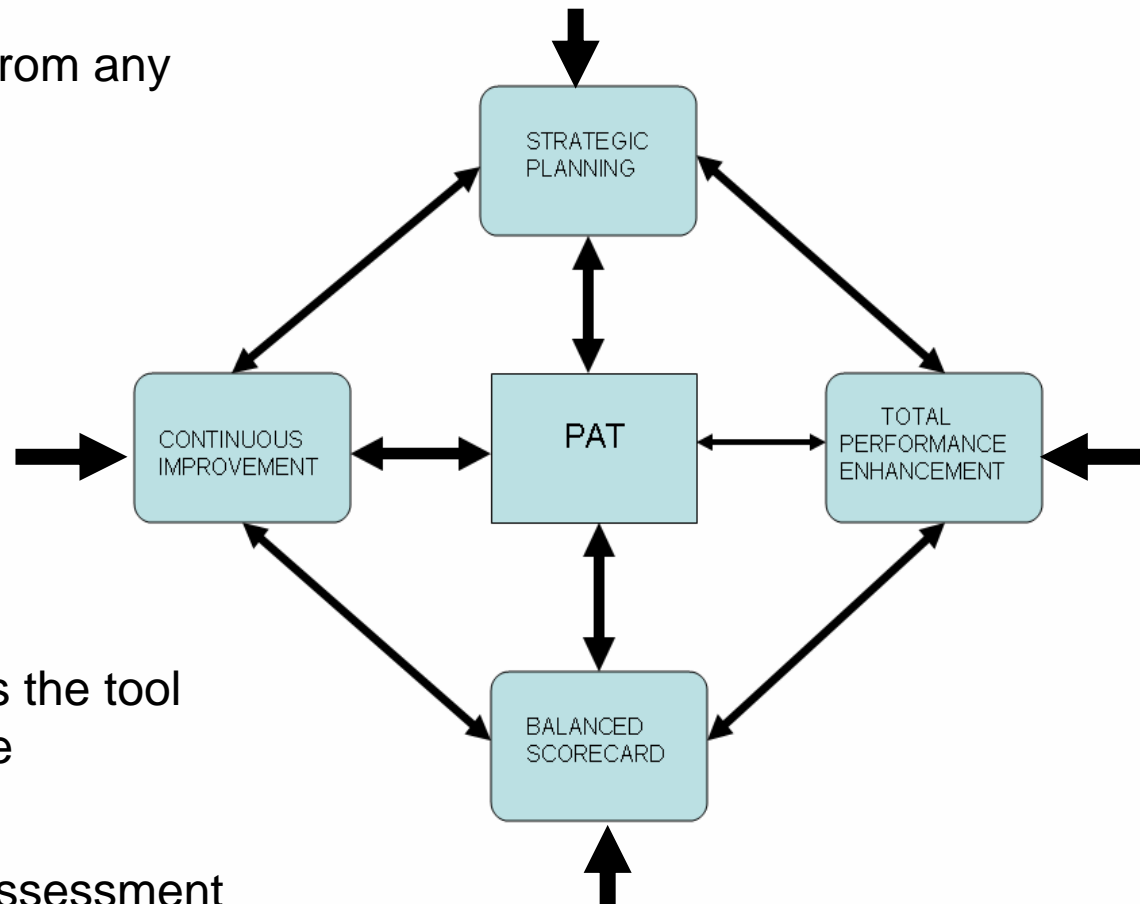
You can enter the process from any of four points:

- Strategic Planning
- Continuous Improvement
- Balanced Scorecard
- Total Performance Enhancement

Enhancement

The hub of our expertise is the tool we call- PAT. Performance Assessment Tool.

This tool is a multi- level assessment tool that strips away all the non essential issues to bring focus on the key business issues



Strategic Planning

- Strategic Planning is thought of by management thinkers to be the exclusive world of "C-Level" executives.
- Why, it is believed that only "C-level" executives can see the future
- We believe all managers can and should consider doing Strategic Planning for their organization
- Strategic Planning involves:
 - (a) seeing or anticipating the future
 - (b) evaluating what factors will impact the organization
 - (c) determining how the organization will respond
 - (d) planning to achieve the future vision for the organization

Strategic Planning (con't)

Our process for successful strategic planning involves:

- Define the organization and its environment
- Perform an environmental scan
- Perform an organizational assessment- SWOT
- Develop "Action Plans"

Expected Results

Creation of new Markets/products/services and the elimination of major risks

Continuous Improvement

An organization can and should integrate a continuous improvement program into its strategic planning

Continuous Improvement allows an organization to strengthen its:

- customer loyalty
- reduce cost and increase efficiency and productivity

The key principles of a Continuous Improvement are:

- Analysis of the current processes based of data
- The use of the “Breakthrough” approach to identify the area of improvement
- Improve the Overall System
- Drive improvement through people, machine/equipment and systems
- View improvement as long-term investment
- Integrate suppliers, customers, and stakeholders

Continuous Improvement (con't)

The tools that Clinton Consulting employ for Continuous Improvement are:

- Lean Six Sigma
- Lean Manufacturing
- Six Sigma
- Process Re-engineering
- Statistical Process Control
- Process Change Management
- Supply Chain Management

Expected Results

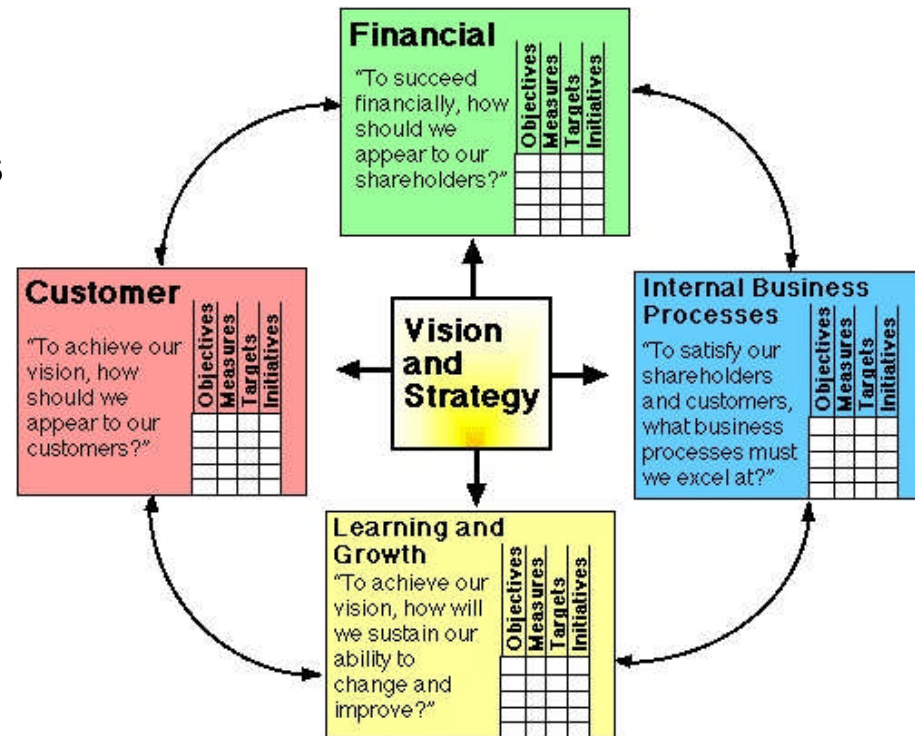
Organizations can expect cost savings of 1.2-4.5% of Revenues

Balanced Scorecard

The Balanced Scorecard (BSC) as defined by Kaplan and Norton is composed of four elements:

- > The Customer
- > Internal Business Processes
- > Innovation and Learning
- > Financial

The power of the BSC are the mission, vision, strategies and goals (BSC model).



Balanced Scorecard (con't)

The BSC is built on the principles of previous Total Quality as developed by Deming, Juran, Motorola, General Electric. The principles are:

- J.M.Juran focus was on identifying the "vital few" that resulted in defects. E. Deming focused on the cause of variations. Both of these were essential elements of continuous improvement. However, they did not connect to the overall business strategy and financial measurement. BSC serves to fill that gap.
- The previous methods customer feedback was that of returns and failures to delivery because of poor quality. The aerospace and defense customers were more involved in the processes than commercial customers. BSC moves the commercial customer inputs closer to that of the aerospace and defense customer.
- The aerospace and defense customers were are involved with the products and services. This serves as catalyst for management involvement. BSC takes all managers to this deeper involvement with the customer.

Total Performance Enhancement

We offer a unique proposition to our clients. We do not produce any "consultant's report." A consultant report has a way of being placed in a file cabinet or on a shelf. These reports are of no value in a file cabinet or on a shelf. We offer a unique approach:

- Project Teams
- Cultural Change Management
- Management Education

Project teams allow Clinton Consulting to work with the individuals from the organization. By creating and managing a project team, there is buy-in from the client's personnel and reduces risk.