



StatOrg Services, LLC
www.statorgservices.com

**Solutions when you call
for help—
Smart Tools so you Excel
Performance, Quality,
and Service Improvement**

As a Service Enterprise.....

Thank you for the opportunity for us to share our statistical and organizational services with you. As a newly organized consulting firm, we appreciate your willingness to see what we have to offer. We are confident we know how to improve performance, and we may be the solution you need.

We may be new to this business, but we are not new to the business world. We have 35 years of professional experience in the business world ready and willing to meet and work with you to understand your needs, and improve your results. Our tools are what made Toyota a world automotive leader, and what made General Electric a world business leader. Give us a call, and let us explore together whether what we do is useful to you. We are confident you will find that we offer many valuable services.

We are connected with a number of other professional consulting organizations, so if we cannot help, we may know who can.

We look forward to hearing from you.

Jim Christensen

Jim Christensen, Principal

**Elegant Solutions when you call for help—
Smart Tools so you Excel**

Performance, Quality, and Service Improvement

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As a Service Enterprise..



- **You launched several new initiatives, and you wonder if you are closer to your goals?**
- **You have some data, but you can't tell if it is useful?**
- **Your costs to produce are increasing and your margins are not?**
- **You hear complaints about the erosion of service levels?**

We Can Help

StatOrg Services, LLC can meet with you and help you assess whether we have tools to take your enterprise performance to the next level.

The service sector is such a diverse group of enterprises with wide differences in performance information, and that data can either tell a statistician a story or not. Let us explore your information together and see what improvements might be possible.

Our Successes

- **We created a performance measurement system based on a balanced scorecard that helped one enterprise focus on critical gaps to begin to meet its strategic goals**
- **We assessed staffing needs for an enterprise and helped them understand how existing staff could accomplish 20% more work at no additional cost**
- **We developed strategies for clients faced with staff retirements to sustain quality levels via retiree-led training**
- **We helped a client learn which resources were critical to maintaining quality levels**
- **We helped a client review expense levels to eliminate costs with an increase in production levels**
- **We developed an economical Green Belt training program that increased continuous improvement resources for a manufacturer**

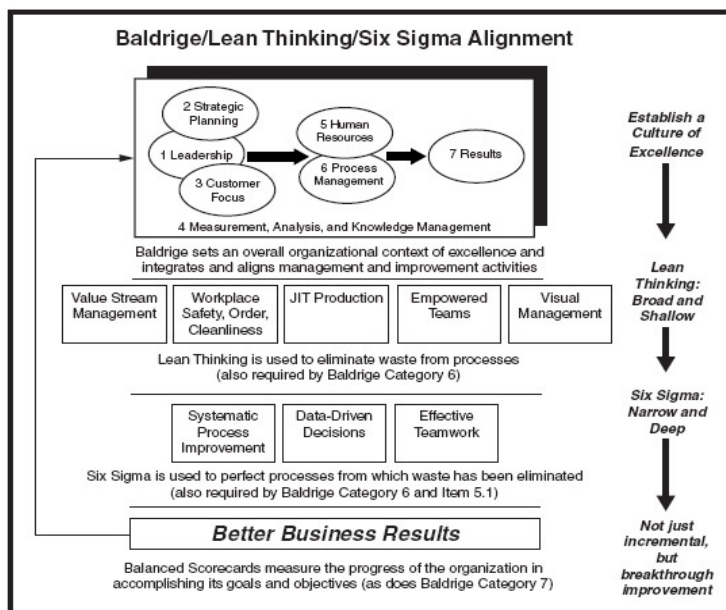
We can help you, too. And if we cannot, we may know who can.



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James L. Christensen, Principal
 Certified Lean Six Sigma Black Belt
 Examiner for Wisconsin Forward Award

We developed a series of service offerings based on the Baldrige Criteria's alignment with Lean Six Sigma, and the skills and knowledge of our team.



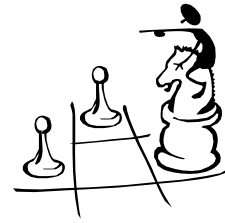
We can perform these services or work with you to develop training programs so your staff will have the skills to perform these services. Call or contact us for more information about other potential ways to meet your needs. We are well connected with other consulting firms and resources that might have the tools you need. We are committed to helping you find solutions when you ask for help.....

**Elegant Solutions when you call for help -
 Smart Tools so you Excel**

Our Mission

To become the most reliable and creative provider of the solutions enterprises need to increase their impact and achieve their goals amidst increasing complexity. We are committed to helping enterprises serve their customers with the quality and costs expected by working smarter, not harder.

Strategic Services



Key Benefits

Aligns operating goals with key enterprise goals

Helps the enterprise set sustaining goals

Gets the most from limited resources

Increases customer satisfaction and organizational support

Capabilities

Strategic planning is a management tool that helps an organization do a better job - to focus its energy, to ensure that members of the organization are working toward the same goals, to adjust the organization's direction in response to a changing environment. In short, strategic planning is a disciplined effort to produce fundamental decisions and actions that shape and guide what an organization is, what it does, and why it does it, with a focus on the future and success.

The process is about planning because it involves intentionally setting goals (i.e., choosing a desired future) and developing an approach to achieving those goals. We use:

Brainstorming

We utilize software that allows your team to freely explore organizational alternatives and set objectives

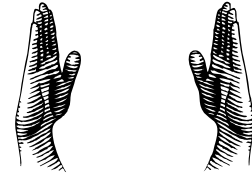
Prioritization

We lead your team through a process that helps you understand your strengths and areas of growth. Many refer to this as a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats)

Voice of the Customer

Exercises allow your team to understand and develop objectives to satisfy your customer's needs. We can also help you sort out the critical needs from others with Kano analysis and other tools.

Measurement Services



"You get what you measure" -- whether it is really what you want or not. Therefore, it is extremely important to define appropriate goals, metrics, targets, and data collection processes. The goal is to **raise the visibility of the important things** -- now and in the future.

Key Benefits

You see at a glance if you are working toward goals effectively with metrics that monitor outputs and outcomes

You can manage your enterprise by facts and data rather than intuition

You learn if your improvements are working or if you need to adjust your approach to achieve success

Capabilities

We are thoroughly versed in the balanced scorecard methodology and believe it can help organizations find its path to success in today's complexities. We also have many other tools to serve your needs:

Outcome and Output Feedback

The balanced scorecard incorporates feedback around internal business process *outputs*, but also adds a feedback loop around the *outcomes* of strategies. This helps you see if what you are doing is what you want to do, and what your customers want.

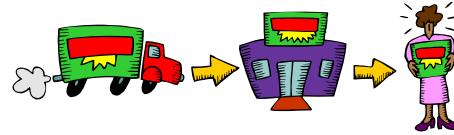
Outcome Metrics

It is hard to improve what you can't measure. Metrics must be built based on the priorities of the strategic plan, which provides the key business drivers and criteria. Processes are designed to collect information relevant to these metrics and reduce it to numerical and graphic form for analysis. Decision makers examine the measured processes and strategies and track the results to guide the company.

Management by Fact

The goal of making measurements is to permit managers to see their company more clearly -- from many perspectives -- and make wiser long-term decisions based on facts rather than instincts.

Improvement Services



Key Benefits

Increased service capability

Ensures quality necessary to satisfy increasingly demanding customers

Increased customer satisfaction

Develop a clear understanding of the resource and process drivers of your enterprise, and which are critical

Learn the barriers that prevent your enterprise from excelling and develop improvement strategies to move into higher gear

Learn the allocation of resources that will produce the most effective outcomes for your enterprise and its customers

Capabilities

Every organization strives to produce higher quality outcomes, and only the smart ones know that focus on the inputs (resources and processes) is the fastest way to achieve higher performance. Here are some of the capabilities we offer to serve your needs:

Process and Value Stream Mapping

We have tools to help you understand and improve your processes such as flow charting and value stream mapping. If you don't manage your processes, your customers will regularly receive different treatment and may go somewhere else. We utilize Lean tools such as Kaizen events to develop improvements to keep costs controlled while you increase performance.

Resource Mapping and Planning

We have many tools to assist you in analyzing your resources (staffing, consultants, outside services, suppliers, etc.) so that you can stay within budget and often reduce the resources needed to meet customer requirements.

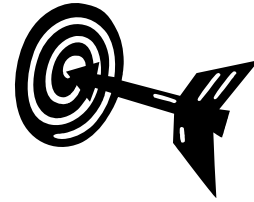
Change Management

We believe improvement cannot occur if teams are resistant to change. We have tools to help organizations recognize their obstacles and barriers to change and address them so that improvement can take place.

Waste Reduction and Training

We are skilled in the other lean tools that made Toyota successful, and can work with you to use them as you need them or help you develop the internal resources needed to manage resources effectively. Lean tools focus on creating more value from existing resources so that you increase capacity and avoid wasted effort. There are tools for managing processes, supplies, and your work environment.

Improvement Services



Product Development

We are skilled in research and technology development, and can help you develop products and services for market faster with emerging tools such as Fast Innovation and Design for Lean Six Sigma. Companies are employing Lean Six Sigma tools and techniques to meet new market needs by design so that customers are delighted with their products and services before their competition even understands the market's need. We can work with you to reduce your time to market cycle dramatically, and early entry can mean higher margins for you while your competitors try to catch up. We can help you perform Innovation Blitzes, capitalize on your existing capabilities and help your re-use them to innovate in other products and services.

Here is a comparison of the approaches we utilize to assist you with process improvement.

Six Sigma

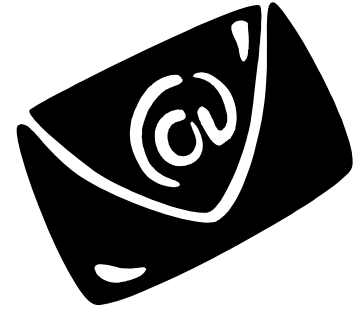
- Focus: process variation reduction, precision & accuracy
- History: Motorola
- Improvement: step change
- Project method: DMAIC
- Timeframe: 3-6 months
- Type of problem: complex
- Common Tools: C&E diagram, SIPOC, FMEA, Gage R&R, DOE, SPC charts, Pareto chart

Lean

- Focus: waste reduction and improve "value" flow
- History: Japan & Toyota
- Improvement: continuous
- Project method: Kaizen event
- Timeframe: 2-4 weeks
- Type of problem: simple
- Common tools: value stream map, 5S, Takt time, Poka Yoke, spaghetti diagram

The best practice is to use both Six Sigma and Lean tools within a common deployment framework. Use the right tools for the right problem.

Contact Us



Please contact us to learn more about the services we offer when you or your enterprise needs help.

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Clients

[Edgewood College](#)—assisting with the expansion of the Corporate Learning Center

[First Unitarian Society](#) - we performed several projects for the Society, including:

- Assistance with the launch of the campus improvement project that will add new sustainable space and preserve the Landmark Historic Meeting House
- Development of performance management system

[Madison Area Technical College](#)—assisted with improvement of the campus Customer Service Center and are exploring doing additional work through the Business Industry and Community Services program

Alliant Energy

[Wick Building Systems, Inc.](#)—designed and taught a Lean Six Sigma Green Belt program for this manufacturer

WPS Insurance

Associations

[American Society for Quality](#)

[Balanced Scorecard Collaborative](#)

[Greater Madison Chamber of Commerce](#)

[Madison Area Business Consultants](#)

[Madison Area Quality Improvement Network](#)

[Madison Downtown Rotary](#)

[Lean Enterprise Institute](#)

[Consultant Referral Network](#)

Collaborators

[Active Strategy](#)

[Axion Compensation LLC](#)

[Oriell Incorporated](#)

[Howick Associates](#)

[IMS](#)

[Lean Healthcare West](#)

[Mosaique Consulting LLC](#)

[Performance Management Company](#)

[Robin Gates Consulting](#)

[Victoria Jones Strategic Marketing Communications](#)