

FOUR-PRONGED APPROACH TO PERFORMANCE IMPROVEMENT

SMC Performance Plus four-pronged approach to performance improvement offers your organization a unique consulting experience that is committed to maximizing your existing resources.

Product/Service Excellence

Your core product/service is the reason you are in operation. Consistently meeting and exceeding your customers' needs is what sets you apart from your competitor. The key to achieving high levels of service satisfaction is to first know what your customers want. Helping your people to experience your organization from your customers' point of view will provide your people both a competitive and compassionate advantage.

Product/Service Excellence

- Data Driven Problem Solving
- Kaizen/Continuous Improvement Blitz
- High Impact Project Selection
- Data Collection Plan
- Time and Data Management
- Timely Issue Resolution
- Applied Six Sigma Project Management
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- Establish Critical to Quality Problem Statement
- Identify & Measure Key Process In-put
- Analyze Base-line Performance Data
- Trial & Validate Proposed Performance Solutions
- Implement Controls for Sustained Improvements
- Replication