



Helping Driven Organizations Achieve Lasting Excellence.
Integrity | Commitment | Lasting Excellence

What We Do . . .

95% of organizations do not have a defined strategic plan.

"If you don't know where you are going, any road will get you there."

- Lewis Carroll (1832 - 1898), Alice's Adventures in Wonderland

- Align and focus organizations on their most important goals
- Develop strategy and the appropriate measurable action steps
- Reinforce the process component, cadence, and accountability for results
- Develop and support organizations on the Malcolm Baldrige National Quality Award journey
- Facilitate, coach, teach, and consult

Six Disciplines aids organizations in executing their goals to ensure focus and direction for a sustainable, long-term outlook.

Services

- ✓ Strategy Planning
- ✓ Strategy Execution
- ✓ Baldrige Performance Excellence Program Consulting
- ✓ Executive Coaching
- ✓ Leadership Team Development
- ✓ Performance Management Tools
- ✓ Stakeholder Surveys
- ✓ Organizational Culture Transformation
- ✓ Meeting and Process Facilitation

Client Focus

- ✓ Manufacturing
- ✓ Private Equity-Owned Organizations
- ✓ Commercial Laundry Operations
- ✓ Baldrige Performance Excellence Journey Organizations
- ✓ Family-Owned Businesses
- ✓ Healthcare
- ✓ Education



How Do We Do It?



Proven Outcomes

- Immediate Improvement
 - Defined direction, measurement, and action steps
- Improved Performance Goals
 - 3-year client average of 24% improvement in revenue
 - 3-year client average of 26% improvement in EBITDA
- Improved Productivity and Efficiency
 - Defined priorities and areas of focus
- Quicker ROI on Strategies
 - Measure progress, see results

Services Alignment with the Baldrige Performance Excellence Program

Leadership (Category 1)

- ✓ Executive Coaching
- ✓ Mission, Values, Vision Deployment
- ✓ Communication Processes
- ✓ Culture of Excellence Development

Strategy (Category 2)

- ✓ Stakeholder Surveys
- ✓ Analysis of Strengths, Weaknesses, Opportunities, and Threats (SWOT)
- ✓ Mission, Values, Vision Development
- ✓ Annual Strategic Objective Development & Implementation
- ✓ Quarterly Action Plan Development & Implementation

Customers (Category 3)

- ✓ Customer Surveys (including Net Promoter Score)
- ✓ Customer Relationship Management System & Processes
- ✓ Strategic Position Development (What makes your organization difficult to duplicate?)

Measurement, Analysis, and Knowledge Management (Category 4)

- ✓ Meaningful Measures Identification
- ✓ Performance Projections
- ✓ Analytics
- ✓ Qualitative Research

Workforce (Category 5)

- ✓ Workforce Surveys
- ✓ Culture of Excellence Implementation / Communication Improvement
- ✓ Performance Management Processes

Operations (Category 6)

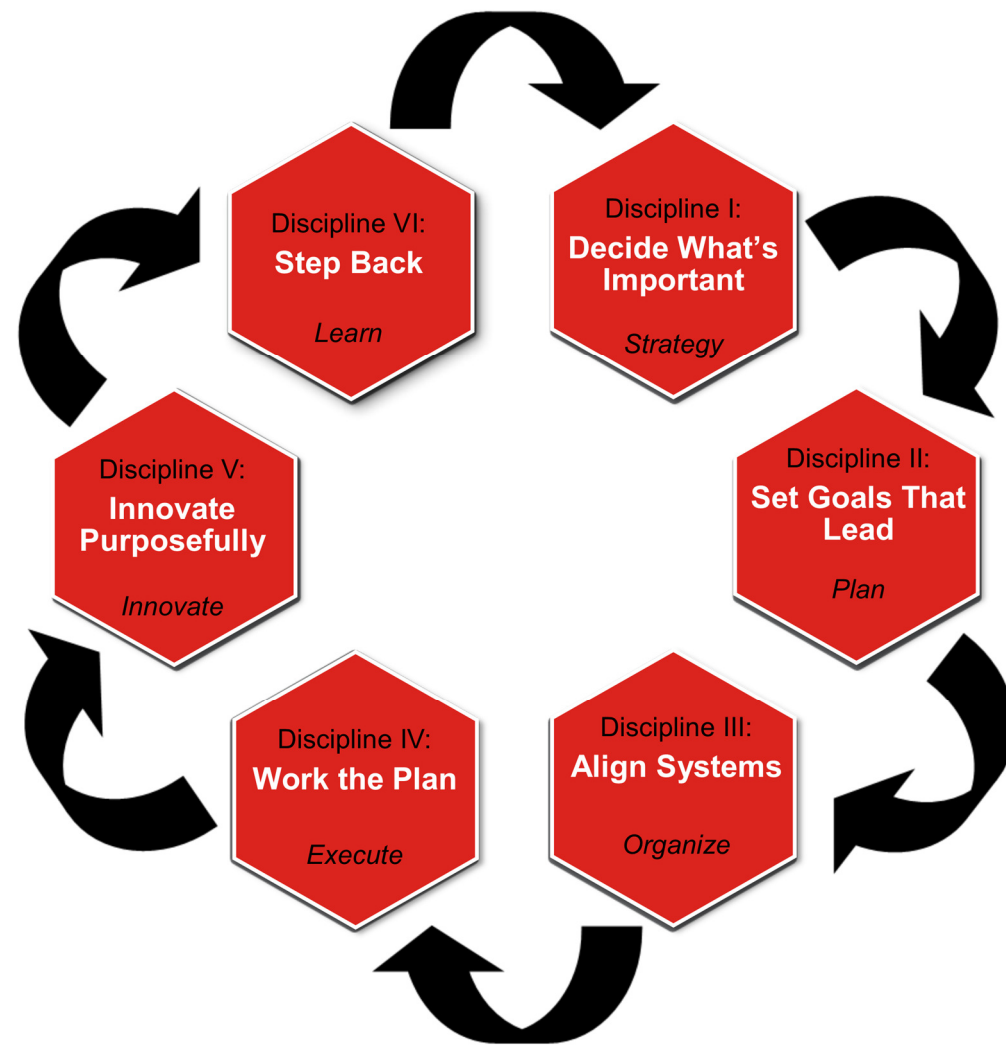
- ✓ Key Work System & Process Identification
- ✓ Process Mapping Implementation
- ✓ Innovation Management
- ✓ Cost Control and Cost Containment



Our Coaches

Every organization needs a coach. Six Disciplines coaches have diverse backgrounds and combined total of over 70 years of experience. From former CEOs to leaders in higher education, across many industries from software development to manufacturing, from family business to Fortune 500, Six Disciplines has the coach with the right experience to help your organization succeed.

Six Disciplines business coaches are seasoned senior executives who have already experienced what you're going through. Many have been CEOs themselves, or have management consulting experience. They are all certified and licensed in the Six Disciplines strategy execution methodology. They are experienced in coaching at the executive level, and—perhaps equally important—they understand the importance and value that organizational coaching offers.



The Six Disciplines Methodology

- I. **Decide What's Important** - Mission, Values, Vision, Strategic Position, Core Competencies
- II. **Set Goals That Lead** - Defined Objectives, Measures, Targets
- III. **Align Systems** - Process, Policy, Procedure Improvement
- IV. **Work the Plan** - Defined Work and Prioritization
- V. **Innovate Purposefully** - System Improvement - Cycle of Learning
- VI. **Step Back** - Stakeholder Feedback Surveys, Employee Performance, SWOT Analyses

70+ Years of Combined Experience

Our Coaches



Eric is the President and owner of Six Disciplines Consulting Services. He and his team are responsible for coaching and offering strategic advisory services to large and small companies. Prior to joining Six Disciplines, Eric was the president of Plumblin Solutions, Inc., Eric was also the general manager of Microsoft Corp. North America Business Solutions organization.

Eric Kurjan | President & Client Coach



Jan is a Baldrige Services Client Coach for Six Disciplines Consulting Services. Jan was associate dean for Northwestern University's School of Continuing Studies. She directed fundraising and sponsored programs for National-Louis University. Jan also directed the program for adult women at Randolph-Macon Woman's College.

Jan Garfield | Baldrige Services Client Coach



Dan is a Principal, Chief Operating Officer, and Client Coach for Six Disciplines Consulting Services. Dan also supports the successful use of the Six Disciplines software tools. Dan was the North American training leader for Microsoft Business Solutions.

Dan Gonder | COO & Client Coach



Jim is the Director of Client Research and a Client Coach for Six Disciplines Consulting Services. Jim was Partner with Strategy Execution Advisors, providing coaching and strategic advisory services based on the Six Disciplines Methodology. He also worked for Six Disciplines Research and was intimately involved in the development of the Six Disciplines product, Methodology and Program while serving as VP of Professional Services.

Jim Bendt | Director of Client Research & Client Coach



Scott is a Principal, Director of Sales, and Client Coach for Six Disciplines Consulting Services. Scott served 3 years with Cenvo in Toledo, a national, publically-traded printing company, and 20 years co-managing The Gray Printing Company. Scott was a 2015 examiner for The Partnership for Excellence (the Ohio, West Virginia, and Indiana state-level Baldrige Program).

Scott Gray | Director of Sales & Client Coach



Cary is a Client Coach for Six Disciplines Consulting Services. Cary served as the CFO and more recently, the COO, for two-time Malcolm Baldrige National Quality Award Recipient, MESA, located in Tulsa, Oklahoma. He has served as a national examiner for the Malcolm Baldrige National Quality Award and as a judge for the Oklahoma Quality Award.

Cary Hill | Client Coach



Paul is a Client Coach for Six Disciplines Consulting Services. Retired from PRO-TEC Coating Company, the 2007 Malcolm Baldrige National Quality Award Recipient, in 2010, where he served as the company President for 14 years. Before joining PRO-TEC, Paul spent 26 years with U.S. Steele operations in the Pittsburgh area.

Paul Worstell | Client Coach



Jen is the Director of Training and Support for Six Disciplines Consulting Services. Jen is focused on making sure all clients are prepared for success. She has served in sales, marketing and account management roles in the digital marketing industry and as a 2015 examiner for The Partnership for Excellence (the Ohio, West Virginia, and Indiana state-level Baldrige Program).

Jen Kaverman | Director of Training & Support



Casey is the Director of Baldrige Services and a Client Coach for Six Disciplines Consulting Services. Previously, Casey served as the Director of Quality & Communications at Lake Local Schools, and as Executive Director for The Partnership for Excellence, Ohio, West Virginia and Indiana's Baldrige Performance Excellence Program.

Casey Mackert | Director of Baldrige Services & Client Coach



Morgan is an Engagement Coach for Six Disciplines Consulting Services. Morgan assists clients to ensure a high level of support and promote success. She is a 2014 graduate from Marian University Indianapolis with a degree in Marketing, and previously managed the marketing efforts for a nonprofit organization as an intern.

Morgan Metcalf | Engagement Coach

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