

# Why We Produce True Results



Since 1978, our business has been helping clients make radical, lasting improvements to those critical strategic, operational, and management processes which directly impact customer satisfaction and the financial performance of their company. Our core competency is the design and implementation of plans and actions to identify and remove barriers to achieve best-in-class performance.

We achieve results by applying our proprietary Process Value Management (PVM) methodology. PVM liberates the inherent value trapped in client processes by optimizing each step in the business process in the context of the customer's need and the competitive advantages of the enterprise. It shifts line operations from functional responsibility to cross-functional collaboration and better enables clients to measure and monitor performance.

In parallel, we define and internalize a customer-driven, process-centered environment, which allows superior business performance to be realized, year after year, time and time again. The end result for the client is greater competitive strength and dramatically improved financial results.

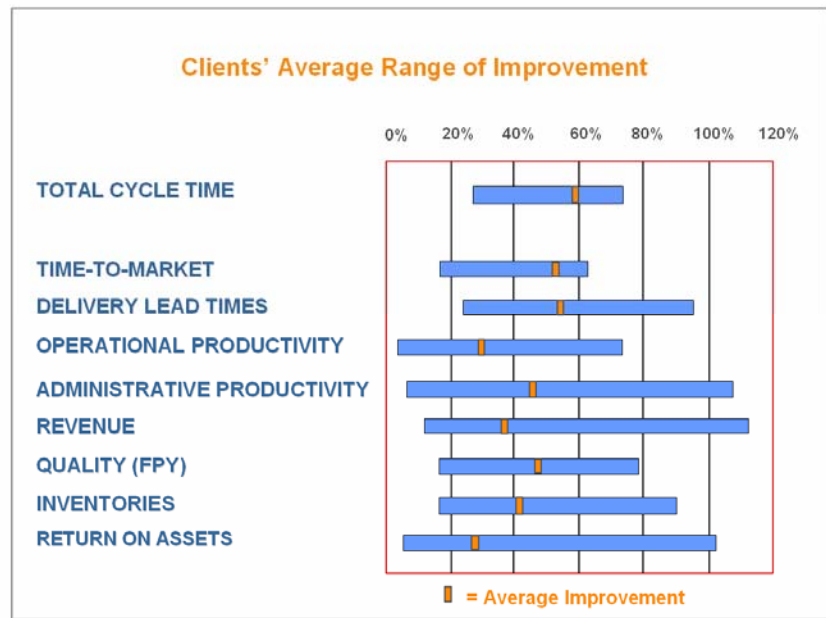
## We Achieve Results

We call ourselves Resultants<sup>®</sup>, not consultants, because we focus solely on enhancing operational performance. We work as coaches, from the CEO down, and remain with our clients on a daily basis until the methodology is internalized and results are realized. We focus on and measure the drivers of change thereby ensuring lasting business performance improvement.

Thomas Group Resultants have all been successful, senior managers in industry and know the challenges firsthand. A client has stated, "Thomas Group is not a typical consulting firm that employs graduates fresh out of college for exorbitant amounts of money and springs them on mankind. All their people are experienced managers who help clients achieve results."


"The Thomas Group process has introduced measurements that drive process change to improve quality, cycle time and cost. It drives cross-functional action and facilitates team building."

~ Client, COO



## Why Focus Upon Processes?

We live in a customer-driven world in which many of today's most successful companies have grown and prospered through an understanding of their customers and delivering value to them.

However, in many companies the work of fulfilling a customer order, driving a new product from concept to realization, or rolling out a new sales strategy is still fragmented and scattered across a number of departments. Functional staff and managers focus only upon steps within their own domain, which often makes it hard to find an individual or group responsible for bringing all of these steps together into one efficient end-to-end process and towards a united goal. Our strength lies in making processes visible throughout the organization by creating cross-functional teams to drive out inefficiency, non value-adding steps, and complexity. We develop a process culture in which individuals, who may be physically remote from one another, are aligned around a single purpose—to improve their *responsiveness* to customers, and to accelerate results at all levels while reducing the resources needed to achieve change. 

## Top 10 Reasons Why We Produce True Results

### 1. Proven Process Change Methodology

The Process Value Management methodology and change management framework have been developed and implemented successfully over nearly 30 years and hundreds of engagements.

### 2. To Execute Exponential Change

Deliver benefits by shifting from a silo-functional operation to an enterprise-wide process-driven organization.

### 3. Experienced Resultants®

Resultants typically bring an average of 30 years experience doing the right thing in the right place with the right tools.

### 4. Expertise in Changing Cultures

We do not just change the process; we change employee behaviors to ensure lasting performance optimization.

### 5. Knowledge Leadership

We transform data into information, information into knowledge, knowledge into know-how, know-how into results. We embed Cycles of Learning® into every process we improve.

### 6. Risk-sharing Pricing

During our assessment phase we develop a minimum 5/1 Return on Investment (ROI) and suggest our clients only hire us when we can prove this to their satisfaction.

### 7. Our Focus on Execution, Measurement, and Speed

The CEO will see results after the first meeting with us.

### 8. Cross Industry Track Record of Success

A typical client ROI with Thomas Group reaches up to 500%.

### 9. Reliance on Leading Performance Indicators

We utilize Leading Performance Indicators, not Rear View Mirror reports, which continue to create opportunities for the client long after we are gone.

### 10. Institutionalization of Process Changes

Our clients are then better equipped to correct similar problems in the future because of what they have learned from us.