

# How 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 methodology. In our engagements, we liberate the inherent value trapped in client processes by optimizing each step 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 client-facing activities to measure and monitor performance from the perspective of the customer.

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.

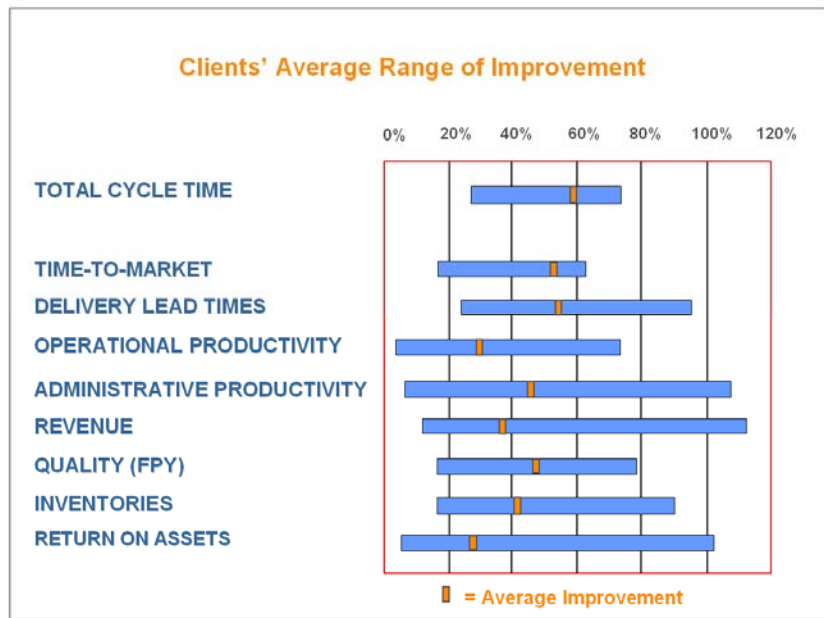
## We Achieve Results

Our consultants 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 consultants have all been successful, senior managers in industry and know the challenges firsthand. A client described Thomas Group as "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 On 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. 

## 10 Reasons We Guarantee Results

### 1. Proven Process Change Methodology

Our methodology and change management framework have been developed and implemented successfully for nearly 30 years and hundreds of engagements.

### 2. Exponential Change

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

### 3. Experienced Consultants

Consultants 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; in doing so, we change the corporate perspective non-value-adding employee behaviors to ensure lasting performance optimization.

### 5. Knowledge Leadership

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

### 6. Risk-sharing Pricing

We're so confident we'll produce results that during our Assessment phase we develop a Return on Investment (ROI) and suggest that our clients only hire us when we prove this to their satisfaction.

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

The entire organization will see results after the first quarter of engagement.

### 8. Cross Industry Track Record of Success

A typical Return on Investment 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 monitor, progress, and identify 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.