

Performance

Associates International

***Enabling
change, speed
and results.***

A 3D maze with a person at the entrance and a money bag in the foreground. The maze is made of dark grey walls on a light grey floor. A person in a dark suit is visible in the distance, looking down at a briefcase. In the foreground, a large, tied money bag with a dollar sign is placed on a path. The text is overlaid on the scene.

Achieve the remarkable.

***Your business is capable
of achieving new heights.
Let us show you how.***

Now you can take your organization further – and achieve more – than you’ve ever thought possible. Without increasing your investment or resources, you can improve your business performance, provide new challenges for your top performers, and deliver more of what your customers need and want.

Performance Associates International (PAI) can help you to:

- Increase market share, grow revenue and increase margins
- Raise productivity and lower costs
- Improve customer relationships, satisfaction and loyalty
- Empower your employees to reach new challenges

We work closely with you and your staff to evaluate and challenge your strategic direction, market position and work practices. Together, we redirect underutilized or misallocated capacity and manpower to the areas where they will produce the greatest results.

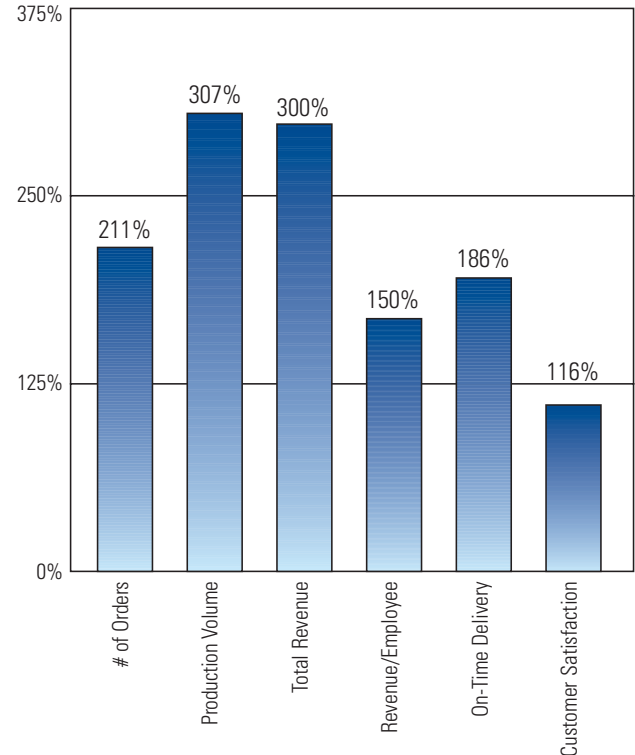
Proven performance. Guaranteed results.

Since 1995, PAI has helped to transform a wide range of organizations throughout the service, manufacturing, government and not-for-profit business sectors.

Our turnkey process involves much more than analysis and reporting. We actually work with – and within – your organization to assess and reconfigure your business, and actively implement the changes necessary to achieve top performance. The result is a custom solution, designed especially for, and *with*, your business.

PAI's promise to you is simple: If we don't help you to achieve measurable results, we'll refund our fee. Guaranteed.

Performance Scorecard



“With PAI’s involvement, Ditto Document Services achieved measurable improvements across its organization.”

*Ken Shriber
Principal, Ditto Document Services*

Ditto Document Services

CHALLENGE

Ditto Document Services, one of Pittsburgh's leading document management companies, wanted to systemize its work flow, enhance performance and improve customer satisfaction. Ditto was striving to meet its delivery commitments, maintain job quality and effectively staff its growing operations. The company's labor-intensive practices, however, were proving to be constraining and increasingly ineffective in coping with growing customer demand and production volumes.

SOLUTION

PAI's competitive benchmark analysis identified significant strategic opportunities for Ditto — both in terms of increased market share and operational improvements. Our solution for Ditto's business included:

- Reengineering product areas and work flow
- Redesigning the order management process
- Developing a paperless production tracking and performance management system

THE BOTTOM LINE

Productivity and customer service gains realized from PAI's system enhancements helped to propel Ditto from a competitive market position to that of market leader. Workflow and systems throughout the organization were streamlined and then automated, reducing the number of production forms from 35 to 1. Integrated databases now provide the real-time management tools needed to effectively manage work flow, perform job costing, manage margins, staff operations and reward employees. As a result of these top and bottom line improvements, Ditto had the needed capital to broaden its product lines and launch a new electronic imaging division. Now the entire operation utilizes these management systems, providing a lasting — and not easily duplicated — competitive advantage.



“Performance Associates’ broad experience and expertise have enabled us to implement systemic changes that have helped our business to grow in a highly competitive market.”

Ken & Steve Shriber
Principals, Ditto Document Services

Your business may be doing things right... but are you doing the right things?

If you're not sure, you're not alone. Many organizations continue to conduct “business as usual,” even though some systems or processes have become unnecessary or unproductive. In fact, today's businesses typically dedicate as much as 55 to 80 percent of their product or service's cost structure to non-value-added activities. This “drain” on people and systems pulls critical resources away from where they can have the most significant impact.

“You can be busy losing money.”

Stephen Blaney, Principal, PAI

Many businesses, in fact, are *busy* doing the wrong things – dedicating manpower, resources and management priority to areas that don't provide an adequate return on their investment. Typically, those who are closest to the work don't have the objectivity to evaluate the situation effectively.

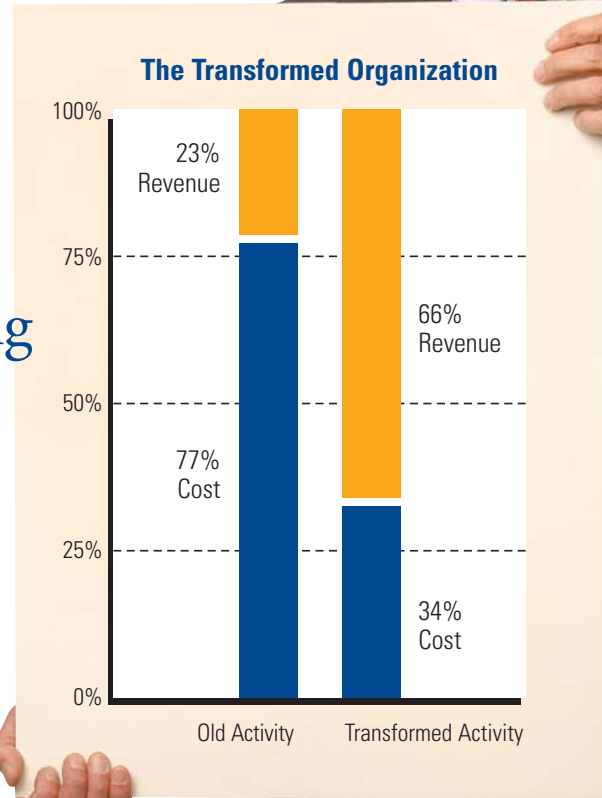
That's where we come in. PAI's performance, productivity and quality experts work with you and your employees to evaluate every aspect of your business. We take an unsentimental look at your product lines and activities to define the performance capacity of your organization.

We also compare your revenue streams with their true costs. Non-value-added work is eliminated. Essential work is simplified. And newly freed-up capacity is channeled into productive activities.

Work better. Work faster. Work smarter.

“Organizations can double their revenue generating capacity.”

Stephen Blaney, Principal, PAI



Transform your organization.

Whether your issues are system-wide or focused within one area, PAI can help you to work smarter and in the process, transform your organization. Our turn-key business solutions address any or all of the following:

- Strategic planning facilitation
- Resource allocation assessments (people and capital)
- Analysis and reengineering of business and management processes
 - Inter/Intra-departmental work flow
 - Customer/Supplier relationships
- Effective performance management systems

In the end, we help you to achieve effective and systemic change throughout your organization. So you'll be doing the right things. And doing them *well*.

CBS Cable

CHALLENGE

CBS Cable's CFO recognized the need for significant operational performance improvement in this service business. Various operations had evolved over a number of years and had never undergone a thorough and independent performance assessment. The business had doubled its size by creating one new network and acquiring an international network. This created enormous stress on existing work practices and processes, and increased the number of business transactions by over 200%.

SOLUTION

PAI helped CBS Cable to streamline its inter and intra-departmental practices, activities, workflow and systems. The new lean organizational structure supported the company's rapid growth, improved its margins, significantly reduced its overhead costs, and improved internal and external customer satisfaction.

THE BOTTOM LINE (Scorecard)

Highlights of the new organization's performance include:

Department	Improvement Area(s)	Required Headcount to Support Network Growth
Sales	Dramatic Improvement in Database Integrity	None; Redeployed 2.5 Administrative Employees into Inside Sales Roles
Marketing	Effective Organization Redesign	17% Reduction in FTEs through Attrition
IT	68% Reduction in Project Backlog	None
Accounting	58% Reduction in Cash Application Transactions	None
Purchasing	50% Reduction in Transaction Costs	None; Redeployed 1 Exempt Role into Supplier Negotiation Role
Shipping & Receiving	25% Reduction in Receiving Transactions	33% Reduction in FTEs through Attrition
Legal	65% Department Cost Reduction	20% Reduction in FTEs through Attrition



"Performance Associates has been a valuable facilitator of change in our organization. Their process allowed us to look at ourselves in a totally new light."

Don Mitzner
President, CBS Cable

Where do you want to take your business?

And what could you do with...

- A high performance organization?
- A proactive strategic direction...and the resources to implement it?
- New or enhanced products and services?
- Highly functioning departments?
- Challenged top performers?

These are just a few of the real-world results achieved by PAI throughout a wide variety of business sectors. The organizations, which included a range of service companies, manufacturers and non-profits, gained a substantial competitive edge in their market by delivering more of what was of value to their customers. The same can be true for you.

“Productivity is the lasting source of competitive advantage.”

Stephen Blaney, Principal, PAI

In any business, the allocation of scarce resources is key to success. Yet many organizations spend the majority of their time, work, attention and money on problems rather than opportunities. When you work smarter, you *become a proactive market leader rather than a reactive competitor.*

PAI will help your business to improve both top and bottom line profitability, as you grow revenue and reduce costs. You'll have the freedom and capacity to concentrate your resources on the value-added activities your customers will pay for. The true “result” occurs outside your walls, in the form of satisfied customers and increased market share.

Pittsburgh Technology Council

CHALLENGE

This non-profit organization was formed twenty years ago to foster, develop and retain the region's technology-focused businesses and talent. In light of changing business conditions, the CEO recognized the need to re-examine the Council's mission — with a creative and inspired outside perspective. The Council engaged PAI to lead and challenge the senior management team through the strategic thinking and planning process.

SOLUTION

PAI facilitated a fresh and unbiased strategic planning process that challenged the member association by raising the performance bar and addressing new opportunities and challenges. The board of directors enthusiastically endorsed the three to five-year strategic planning vision, goal setting and implementation strategies.

THE BOTTOM LINE

The strategic planning process redefined the organization's business purpose, and refocused the association on maximizing its value to its membership. Through an innovative process, The Council was able to define, measure and enhance member value. PAI then reconfigured various operations and redirected employee capacity to create additional member value and loyalty, while improving the bottom line. Customer relationship and performance management systems were developed and implemented to support and realize the strategic planning goals and strategies across the organization.

Impressed by PAI's unique process, the CEO commissioned PAI to continue the strategic planning and improvement process with the Council's affiliate, Catalyst Connection, a consulting practice. Catalyst Connection's board of directors again endorsed the direction of the strategic plan, which included new performance management tools.



“Performance Associates guided our transformation process in a significant way. They also played a vital role in accelerating the implementation of key strategies across the organization.”

Steven G. Zylstra

President & CEO, Pittsburgh Technology Council & Catalyst Connection



Make lasting impressions.

True change takes more than analysis. It requires a commitment to implement lasting improvements throughout your business.

Unlike many consulting groups, PAI works with you throughout each stage of the evaluation, implementation and measurement process. We define what needs to be done, help you do it, and measure the improvements made. Our turnkey process goes far beyond the analysis and reporting stage to effect real change throughout your organization. We help you to transfer ownership of the organizational change to your employees, to ensure lasting improvements in activities, practices and processes. With your involvement, we embed effective performance measurement into your management process, providing a lasting mechanism for continuous improvement.

Lead your market.

***Take steps today to lead your market.
Call PAI at 412.362.9708 for a free consultation.***

Performance Associates International

A leader in performance improvement.

The principals of Performance Associates International helped to formulate and apply many of industry's most effective productivity and quality tools in their roles as senior consultants with the renowned Westinghouse Productivity and Quality Center (WPQC), one of the first such think tanks in the world. Today, PAI's portfolio spans a wide range of industries and businesses worldwide — from Fortune 500 companies to small non-profit organizations.

PAI has direct departmental knowledge and project experience in working across an entire organization, including: Accounting, Advertising, Engineering, Facilities, Human Resources, Information Technology, Legal, Manufacturing, Marketing, Public Relations, Purchasing, Quality Assurance, Research & Development, Sales, Shipping & Receiving.

A PARTIAL LIST OF CLIENTS

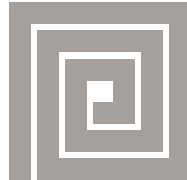
Pittsburgh

A to Z Communications
Ametek
Benedum Interests
Carnegie Mellon University
Catalyst Connection
Ditto Document Services
The Pittsburgh Technology Council
Westinghouse

Global

CBS
General Electric
NASCAR
Savannah River Company
South Australian Centre for Manufacturing
The Chauncey Group International
The Nashville Network
U.S. Department of Energy
Westinghouse Energy Systems Europe
Xaloy

***Call us today for more information,
or to schedule a free consultation.***



Performance

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