

JURAN[®]

The Source for Quality

Transforming the Quality of Services



Superior Quality. Sustainable Results.

1. What can a great consultant do for us?

When you're ready to improve performance and attain sustainable financial results, make sure you work with an organization that has a history of delivering pragmatic solutions to achieve the results.

“A great consultant can help you take your organization to the next level—even in tough economic times. Whether you want to improve your product quality, boost productivity, reduce costs, or build customer loyalty, a great consultant will help you find the shortest path.”

Joseph De Feo

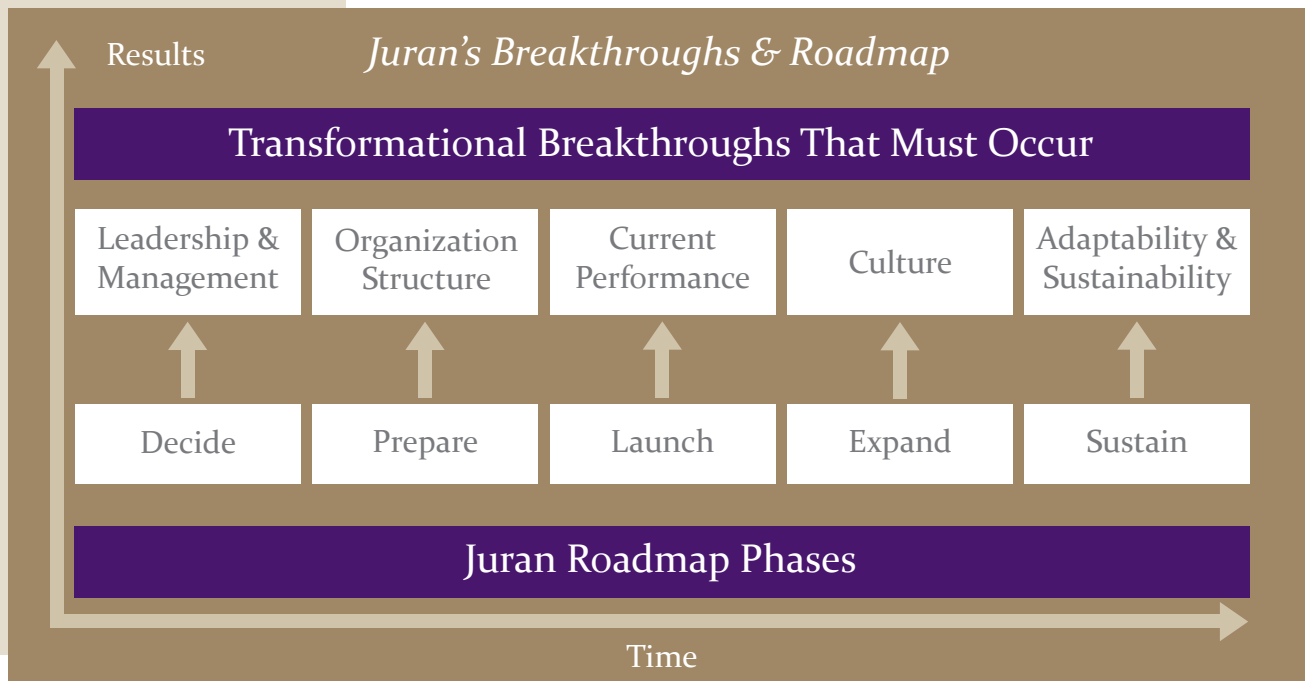


Joseph A. De Feo
President and Executive Coach

Reach the top with Juran Global Consultants.



The Source for Services Quality



2. How will a great consultant help us achieve sustainable results?

Transforming an organization requires much more than a temporary fix. It takes a combination of talent, vision, experience, and a proven roadmap to make it happen. Select a firm that can help you deliver sustainable results—the kind that can help you build tomorrow's success today.

Follow a leader.

Juran can help make your brand, goods, and services synonymous with superior quality and the market leader. Our universal methods have transformed thousands of well-known organizations throughout the world. Now it's your turn.

Simplification.

Whether you need to benchmark your competition, educate your staff, or solve complex organizational problems, Juran can provide simple solutions to your problems.

Continually researching best-practice tools, methods, and technology helps us deliver the right solutions—assessments, analysis, consulting, training and certification—at the right time, in the right way, at the right price.

Are you ready?

You're ready to grow, streamline processes, improve efficiency, and get lean. Are you ready to improve the quality of your goods, services, processes, and people? If you are, you're ready to maximize performance excellence and achieve record results.

You're ready for Juran.

See how Juran can:

- Improve financial performance
- Improve talent performance
- Improve process quality
- Improve goods and services
- Increase sales
- Reduce costs
- Transform your culture

3. Can a great consultancy demonstrate real results?

Superior, sustainable business results require that your service strategy is centered on the customer and quality. Success depends on deep changes in the way your business operates. It also depends on changes in the organizational culture — the values, beliefs and habits of leaders, managers and front-line employees. The cultural and process changes cannot happen independently. Juran clients master the simultaneous and reinforcing changes in culture and process.



National Call Center

Many service organizations rely in part on an effective contact center to provide the personal touch for customers in a convenient and effective environment. The first step toward transforming these vital organs of service is recognizing the traditional tools, such as average speed of answer or average talk time.

Yet clients have made major reductions in the cost of customer contact centers by focusing on the effectiveness of the processes first. One such call center reduced annual costs by \$900,000 by diagnosing and removing the causes for delay during a customer call and improving the the speed of service. By replicating these results to other call centers, the total company savings were \$5.7 million per annum.

First-call resolution or “one and done” has been the elusive goal for many call centers. One Juran client determined that at least one-third of all calls were repeat contacts for the same issue. An aggressive series of focused projects identified the root causes for incomplete resolution and for customer dissatisfaction with the contact. The cumulative sum of these projects increased first-call resolution (as seen by the customer) from 70% to 85% while raising customer satisfaction from 75% to 92%. In addition, they were able to save and redirect significant service resources because total call volume per customer actually declined by 40%.

Financial Services

A financial services firm was suffering reduced cash flow because the process by which it referred accounts to attorneys for collection was taking too long. With Juran’s training and coaching, a project team improved the turnaround time from 10.5 days to 3 days, thereby improving monthly cash flow by \$236,000. Non-value added activity was eliminated. The number of functional hand-offs was reduced sharply. Root causes for delays while waiting for some of the paperwork were removed. Delays resulting from missing or defective parts of the documentation were eliminated.

We wrote the rules.

We can change the game.

We walk the talk.



Juran clients include:



4. Does a great consultancy know our industry?

When it comes to understanding an industry, the more knowledge, the better. Fortunately, Juran has across-the-board experience in numerous industries. We have helped services just like yours to improve performance since 1979.

Telecommunications, financial services, insurance, healthcare, independent business service providers, retailers, hotels, information technology, education, and government at all levels are among the many service industries that Juran has supported.

Juran is a leader in recognizing and developing appropriate interventions for service. We recognize that in many service environments, the customer is in the middle of the service delivery process, not just a recipient at the other end. The customers actually see and experience what might be hidden business processes in other industries. In service there is often no time to correct a problem before it reaches the customer. The demands for the highest levels of perfection in execution are immense, and Juran can help you get there.

A major national telecommunications company with a long tradition of quality asked Juran to help it move to a new level of performance and change its internal culture to one of customer focus. In the first year, the company saved an additional \$30 million from improvements while experiencing major increases in customer satisfaction. The top senior managers participated in Juran training and were supported in their transformation with regular coaching.

Improvements during the first year covered the full range of business activity, from technical performance to customer service to financial operations. Among the key improvements were: (1) Substantially reducing the time from order to operation for high-capacity land lines, (2) Resolving customer claims more quickly with greater customer satisfaction, (3) Cutting by more than half the time required to restore service following equipment failure or external damage, (4) Improving the reliability of performance for major systems and switching, and (5) Improving the performance of debt management.

Their Lean Six Sigma projects are fully integrated into their strategic and annual plans, and are continuing to deliver on the four strategic focal points: Increasing bandwidth, improving customer satisfaction, developing new services to compete in the new digital marketplace, and increasing the efficiency of service delivery.

5. How can a great consultant guide our future?

Dr. Joseph M. Juran (1904–2008) left this world a much better place than he found it. His pioneering quality management, methods, and tools literally changed the business world—and society—for the better. His enduring legacy is reflected by our commitment to continue as a world leader in transforming organizational performance consulting.

Dr. Juran ensured his methods to improve society would continue by hand-selecting a successor, current Juran President Joseph A. De Feo.

Our unparalleled history and heritage includes a legacy of breakthrough successes for our clients. In addition, considering we created the benchmarks against which all our competitors are measured, no other firm can match us. It's proof that there is no substitute for the original.

“Dr. Juran’s work in quality management led to the development of the widely practiced business methodologies referred to as Six Sigma and Lean manufacturing.”

—The New York Times

Juran Fascinating Facts

Did you know that Dr. Juran:

- Was invited to help rebuild Japan after WWII by General Douglas MacArthur. This led to a long-term business relationship with Toyota.
- Named the Pareto Principle, or the 80/20 Rule, after legendary Italian economist/philosopher Vilfredo Pareto.
- Published over 20 books and hundreds of papers that were translated into 17 languages. The most prominent work, *Juran’s Quality Handbook*, was first published in 1954 and is currently in its sixth edition.
- Received the National Medal of Technology from President George H.W. Bush in 1992.
- Was 75 years old when he founded Juran Institute, Inc. The company’s first client was Motorola.
- Was considered to be one of the great humanists by Dr. Peter Drucker.
- Lived to be 103.

Did you know...

Molex is a large multi-national manufacturer of components for electronic and electrical products, with more than 50 plants worldwide and another 20 sales and distribution locations. They exceeded their savings target after only 18 months of working with Juran.

6. What do you do best?

As the most referenced leader in our industry, Juran understands the importance of staying ahead of the competition. That's why we strive to deliver quantifiable breakthrough results for our clients and transfer our knowledge to you. It's what we do best.

Let Juran help you create a program that will transform your organization. Our methods—including business-process design and improvement, innovation, Lean, Six Sigma, and the utilization of our performance excellence methods and tools—are based on extensive research and practical application across various industries and cultures.

Juran Services & Capabilities

Strategic Consulting Services	Consulting & Assessment Services	Training & Certification Services	Transformational Change Services
Strategic Plan Alignment & Deployment	Organization Health Check	Lean Six Sigma	Transformation Roadmap
Business Process Management	Cost of Poor Quality Analysis	Quality Control & Assurance	Balanced Scorecards
Benchmarking Best Practices	Quality Culture Survey	Quality by Design	Team Building
Process & Cost Analysis	World Class Supplier Audits	Enterprise Assurance	Change Management Support

7. How do we get started?

All seven questions have one answer: Juran Institute, Inc.

We are the right provider to improve your organization's performance. Forget the past: It's what you do next that matters. Contact Juran today.

Call: 800.338.7726 • (+1)203.267.3445

Email tina@juran.com or visit our website at www.juran.com

Our promise.

Juran. The right consultant for you.

Juran is the right consultant to improve your performance. Our services and training, publications, support materials, and personnel are unparalleled. We are experts at preparing system leaders, managers, and the workforce with the practical skills and in-depth knowledge needed to achieve tangible, rapid results on the job. The learning experience offered through our mentoring, training, and certifications is designed to provide our clients the means to accelerate their performance improvement efforts, deliver enhanced value and quality to internal and external customers, and increase their organization's profitability.

Our Mission

Our mission is to create value for society and our customers through superior quality and sustainable results.

Our Vision

Our vision is to be recognized by our customers as the best source for attaining superior quality and sustainable results.



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www.juran.com