

Utilizing Integrated Business Processes to Enable Strategic Enterprise Management

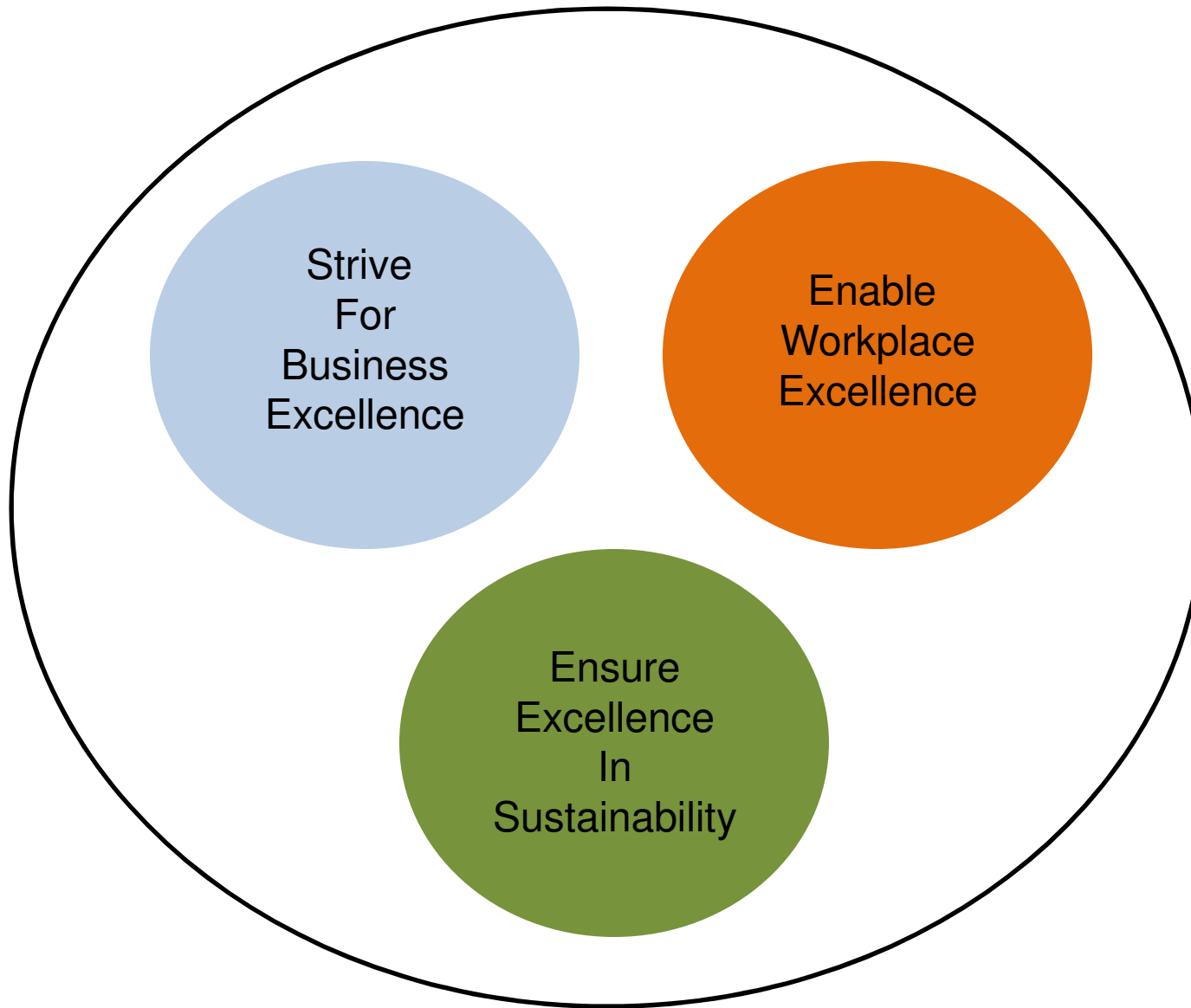
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Ensure Highly Focused Results Orientation



Integrating these processes ensures positioning for results, growth and success – good times or bad.

Strive for Business Excellence

- Completely understand your business and the ongoing challenges it faces



- Know your baseline
- Use a framework that all members of your company can rally around – Lean Six Sigma, TQM, BPM, etc.
 - Use methodology as a “thinking framework” versus meeting “technical” elements
 - Helps at a bigger picture view, “fixing” the right problem and impacts of “fixes” on other parts of your business

Strive for Business Excellence

Benchmarking

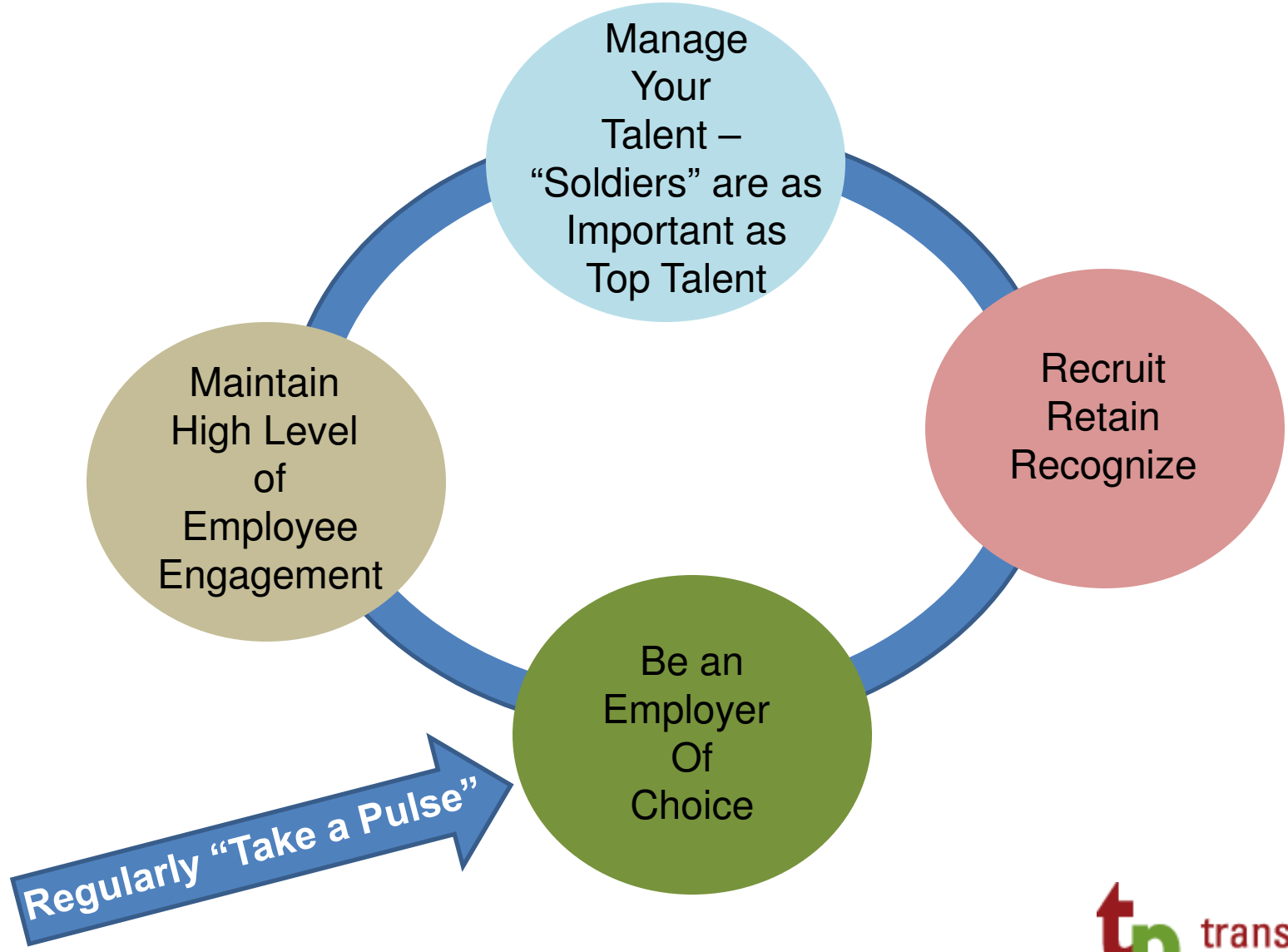
Voice
Of The
Customer

Voice
Of The
Business

Continuous Improvement
Goals and Initiatives -
No Complacency

Be Proactive
*Don't Wait to Respond to Situations
Affecting Your Company, Industry,
Economy – Be ahead of the
“change curve”*

Enable Workplace Excellence



Ensure Excellence in Sustainability

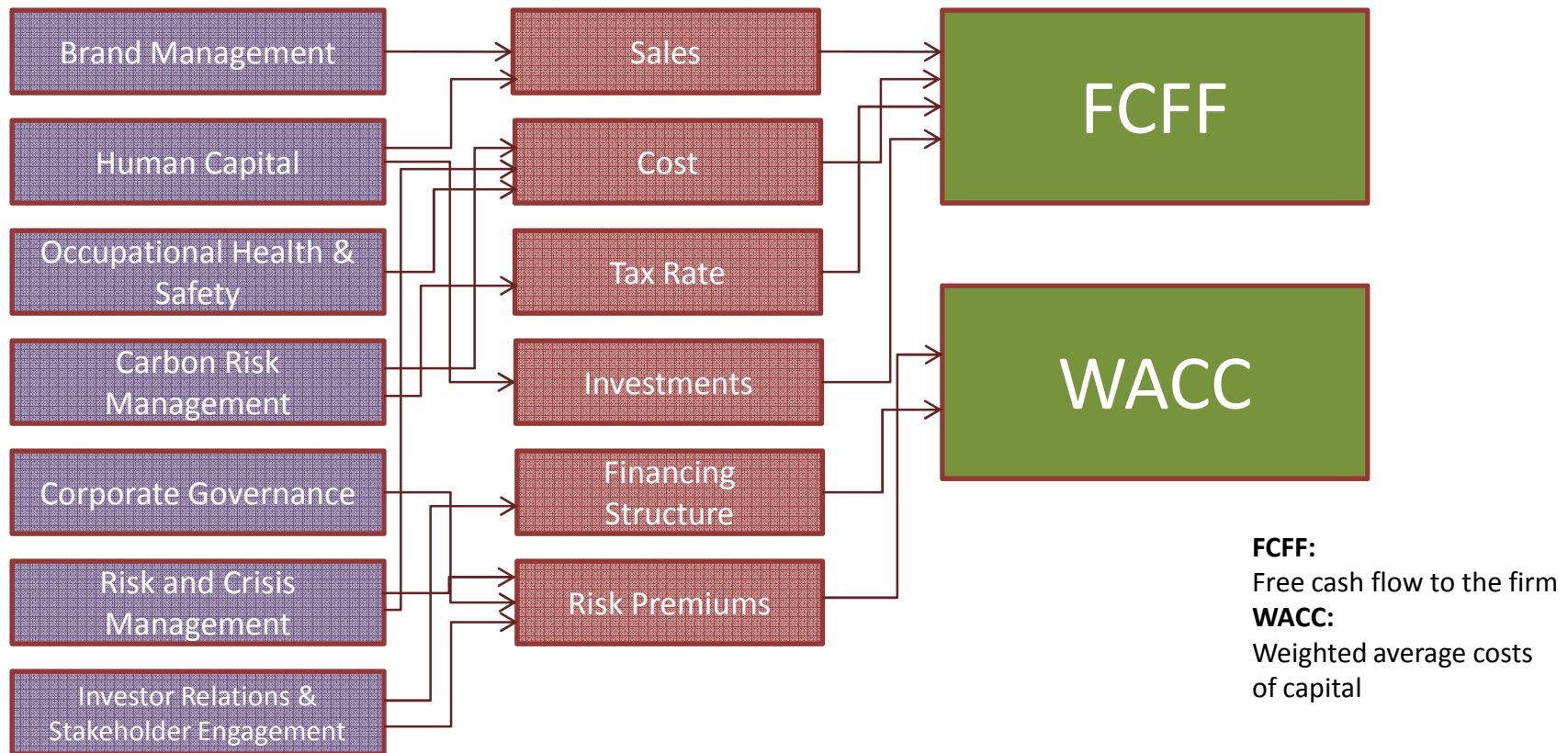
No company, or society, can last unless it cares for all of its resources and capital – human, financial and environmental.*



Sustainability or Corporate Responsibility is a way of doing business that aligns the interests of shareholders with the interests of planet and society.

* From "Green Recovery" – Andrew Winston

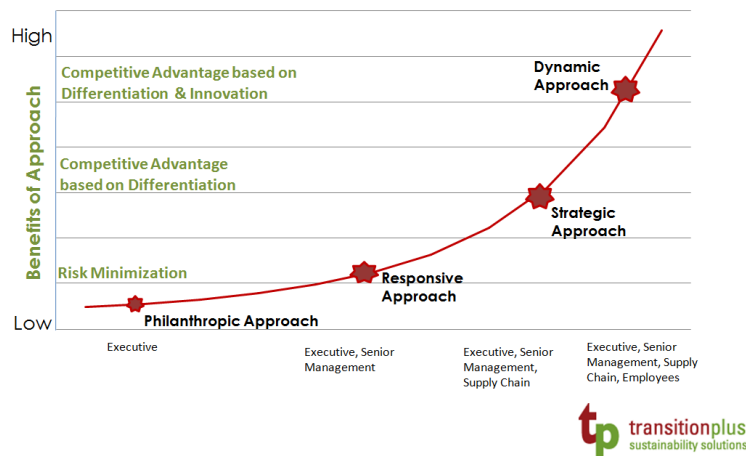
Sustainability Means Business



Business Relevance of Sustainability

- Change is coming
 - Green Energy Act
 - European Experiences
 - SMART Grid
- Be a Leader
- Be Proactive vs. Responding
- Have Advantage NOW
- And in the FUTURE
 - Economic Opportunity
 - Recruitment
 - Employee Engagement
 - Brand Power
 - Customer Sat

Approach to Sustainability vs. Value Added



Business Relevance of Sustainability

- The World Mind Set is Changing*:
 - Michael Duke, in his first address to all WalMart employees as their new CEO earlier this year:
 - “These are troubling times for the world with new leaders, new ideas and global economic crisis. Nobody is insulated. . . My message to you today I hope will be real clear – we want to accelerate our efforts in sustainability, we want to broaden our efforts.”
 - Smart companies are recommitting to sustainability and using environmental thinking not only to stay profitable but also drive innovation and help their customers
 - The best organizations are preparing to emerge from the downturn better off than their competitors
 - At its core, “green” is about doing more with less which can save money quickly
 - Sustainability strategies are just as critical to business success as any other business strategies
 - Profitable innovation / customer loyalty / employee engagement
 - External forces are driving the need to embrace sustainability
 - Employees and customers will demand some measure of environmental performance and social responsibility from the companies they work for and buy from
 - Companies that understand and become leaders in sustainability now will be leaders in business performance when competitors are still regrouping and trying to put actions in place

•Excerpts from “Green Recovery: Get Lean, Get Smart and Emerge from the Downturn on Top”, by Andrew Winston
Pre-release by Harvard Business Press. Andrew Winston also authored “Green to Gold”.



The Integrated Approach

Examples of “Bad”:

- Auto companies waiting until collapse before re-establishing strength
- American financial institutions reading the signs of collapse too late

The Integrated Approach

Examples of “Good”:

- Companies who understood their businesses well and who put in place continuous improvement initiatives always looking to operate at the highest level of efficiency and proactively taking action to address gaps
- Not immune from crisis but knew how to respond to quickly minimize downside to the company, its employees and its customers.

Thank You!

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*“We can help you achieve positive results
from your sustainability strategy.”*

