



Your *Retail Business Model* must change to compete with online sales, is your entire organization onboard?

## Embed *operational excellence* into your institution's DNA

Unravel organizational complexity • Slow down operating expense 'creep'  
Remove organizational resistance to change • Eliminate hidden costs

### MOBILIZE YOUR COMPANY TO EMBRACE CHANGE



- Build capacities to sustain a low cost business model
- Streamline activities to enable faster decision making
- Reduce complexity to lower risk of non-compliance
- Organization adopts relentless pace of change

### HOW IT FITS INTO WHAT YOU ARE ALREADY DOING

**Strategic Planning**  
Where are you going

**Service Delivery**  
How will you get there



**Sustained Excellence**  
Engaged Employees



# What results can you expect?

Embed Operations Excellence into Your Company's DNA delivers measurable, repeatable results in three key areas:

- Waste Reduction
- Operational Efficiency
- Safety

As a result, your organizations will:

• Reduce costs

## How is embed operations excellence into your company's DNA different?

1. Embed Operations Excellence into your company's DNA is not theory. Wayne's company uses Embed Operations Excellence into your Company's DNA tools as standard operating procedures.
2. Wayne gets clear understanding of your current business situation, your business goals, and what success looks like from your point of view.
3. Wayne is all about relationships. As your trusted partner, Wayne guides, encourages, and challenges your staff to achieve pre-established measurable results.

## Wayne Practices What he Preaches!

Over 30 years ago, as the facility manager for the Mead Johnson Division of Bristol Myers Squibb, Wayne used 'trial & error' methods from the 'school of hard knocks'. Even then, Wayne was able to reduce facility operating costs by nearly 30% over a three year period. Since then, Wayne has started and successfully ran his own company. As CEO, Wayne optimized his proven system and now helps clients achieve measurable repeatable results.

## What disciples of embed operations excellence into your Company's DNA are saying...

"Wayne didn't just talk the talk, he walked the walk for many years and it was apparent. He added enthusiasm and real life examples to help us grasp what he was explaining"

What aspect of the program was most helpful?

**" Discussing the issues and opportunities we were seeing and talking through them "**

## What were your key takeaways?

"Measurement tools, I use everyday"

"Hands on activities practices what we learned"

"I actually see my role from a different perspective"