

Improving Communication and Processes Boosts Profits



Strategy: Align people with processes, and formalize communication.

Jacquard arrived in the middle of both market and generational transitions. **Profits** were inconsistent, management **responsibilities** muddled, and **people** and **processes** were poorly aligned. Together, Jacquard and the client implemented customized Profit Projects® to smooth the transitions and address these specific areas.

Success Thread™	Profit Projects®	Highlights & Client Comments
Customer Focus	<ul style="list-style-type: none"> Sales & Marketing Management Better Buying! 	<p>Drove consistent communication, accountability and performance based measurements</p> <ul style="list-style-type: none"> Bookings up 17% in 3Q over 1st half of 2002 Quotes increased 20% over 1st half of 2002 and 42% over same period in 2001 <p>Buying department began using objective criteria for purchases</p>
Operational Speed	<ul style="list-style-type: none"> Cycle Time – Billing Cycle Time – Shop Efficiency & Flow 	<p>Introduced speed!</p> <ul style="list-style-type: none"> Daily billing improved 40% Backlog reduced \$600K (20%) Age of open order log reduced from 85 to 45 days (47%)
Leadership Practice	<ul style="list-style-type: none"> Weekly Staff Meeting 	<p>Created a performance-based culture.</p> <p><i>"Jacquard came in and within a matter of five months changed our culture to one based on performance."</i></p>

At a Glance

: The Client

Privately owned broker/dealer of new, used, and reconditioned process manufacturing equipment.

: The Goals

Optimize processes and reporting, and increase profits.

: Project Time Line

5 months

: The Impact More Profit!

- Annualized profit improvement the first full year of \$1.1M

The Bottom Line: Profits are on the rise: October was the best month of the year ... +300K net income!

Jacquard Associates is a team of hands-on, roll-up-your-sleeves business professionals who help clients identify strengths, raise expectations and improve the way they do business. We help **motivate** people, **streamline** processes, **impose** financial discipline and **create** systems to yield better customer service, faster turnaround, improved sales and enhanced profits.

Our single goal is to provide clients with tools to improve business performance fast. Organizations typically are full of opportunity. Owners and executives have great ideas and increasingly urgent needs. We specialize in transforming those **Ideas to Action** through a set of simple, proven, proprietary tools for improvement. A client's customized program of Ideas to Action may include:

- **One-to-One** Coaching, to develop mission-critical personnel
- **Wonderments**[®], highly revealing and effective mini-projects demonstrate the impact of executing fundamental improvement opportunities
- **Profit Projects**[®], longer-term improvement initiatives tailored to the client's needs and implemented by Jacquard and the client's team

Jacquard Associates also helps companies and industry groups develop **performance improvement expertise** through seminars, workshops and focused roundtable discussions.

Work with us is easy. We connect the dots between entrepreneurs, managers, investors, and bankers. We also perform certain services that other turnaround firm may not provide, and we are able to seamlessly integrate with any existing professionals in situations that warrant it.

Last but not least, **we put our money where our mouth is:** our fee structure is tied directly to our performance.

To learn more, call us at 847.945.8700 or visit us at www.jacquard.com.

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Test Automation
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