

Services

Providing customized services that will help you get to the root-cause of problems and waste, we will work with you to make strategic changes to your business and to identify the true opportunities for Improvement.

With a steady focus on operations and teamwork, our expert associates will provide a unique combination of assessment, education, training, data collection, data analysis, coaching and innovation to help you lead and implement a process of on-going Improvement that can result in significant bottom-line gains year after year.



On-site Assessments — Objective information is the lifeblood of every organization and is often in short supply. An objective analysis of how things stand tells you what you need to know... how things are, what your employees think and do, and what you need to work on to become a world class organization.

Through individual and group interviews we gather qualitative information about your organization and capabilities; through studying the work and work processes, we gather quantitative information. This combination of qualitative and quantitative information provides insight relative to the areas of greatest opportunity for Improvement — where the waste is, helps prioritize projects and identifies potential barriers and roadblocks to be overcome.

Our experience with organizations of all types and sizes enables us to observe and assess processes in unique ways, ask questions and offer suggestions which will help you see more opportunities and when needed, “think outside of the box”.

Education & Training — Conway Management offers a wide selection of seminars and workshops to help you meet your Improvement objectives. All of Conway Management’s Seminars and Workshops can be customized as needed to reinforce and enhance your organization’s education, training, and leadership-development activities.

Much of our training can be provided on a just-in-time basis, allowing participants to apply what they have learned before moving forward.

In addition, Conway Management can provide the customized education and training programs to meet the needs of your organization. Programs can be designed in various content-and-instructor combinations to suit your particular requirements and goals. In many instances, this is the most efficient — and the most economical — way to train groups of people in the principles and practices that are critical to your business improvement success.

Coaching & Consulting — *Conway Management* Coaches and Consultants provide the personalized, customized support that is most often required to help organizations move from the education phase to the “implementation” phase.

This type of support is often essential for getting your business-improvement effort up-and-running as quickly and efficiently as possible – and for sustaining improvements at critical points along the way by maximizing the transfer of knowledge and skills.

We also provide individual coaching and mentoring for managers and executives to help them develop into effective leaders.

E-Learning & Webinars — **Learning has never been so convenient!** Our interactive Webinars are live, virtual workshops - one of the most cost-effective and convenient means of communicating with lots of your employees. In fact, we've found that by taking advantage of this training medium, not only can more frequent sessions be conducted, but sessions can also be offered to more people within each organization. But the best part about our Webinars – besides the fact that you never need to leave your office to learn – is that they can be **fully customized to meet your requirements and help you achieve results.**

On-Line Surveys — Today, competitive success hinges on the ability to anticipate and exceed customer needs. This is true with respect to both external and internal customers.

But too many organizations are inundated with both data and information, making it difficult to identify the true status-quo or the best areas on which to focus. Conway Management survey results, which include recommendations for change and intervention, can provide the insight that is often in short supply. That insight will give you a clearer perspective as to where and how to plan and make changes.

Electronic survey instruments and reporting systems are an effective means of gathering critical data from your employees or customers. These surveys provide a view into how people are thinking and feeling towards your organization—what causes them to behave as they do.

Employee Opinion Surveys provide the data and the scientific method that allow you to measure change, both positive and negative. Management is better able to judge the effect of intervention and change by interviewing the employees both before and after the changes have taken place.

Internal Customer/Supplier Assessments and Operations Assessments enable us to get a "snapshot" of your organization's current situation. A baseline assessment uncovers a host of information, including where the waste is and how much it's costing you. Using the information gathered in the Assessment, we make recommendations and help you develop an improvement action plan.

External Customer Satisfaction Assessments/Surveys measure the perceived quality of your products and services from the standpoint of your customers and the market. The data tells you what your employees think about the organization, identifies barriers to improvement or other strategies, and provides guidance as to the intervention and changes needed to improve. Consideration is given to the demographic selection using a highly statistical approach to provide an accurate cross-representation of your customers' views.

Lean, Six Sigma & More — *Lean* is a system based on the principles of the Toyota Production System, which is a foundation of *The Right Way To Manage*. Conway Management has years of experience and the expertise to help you implement a *Lean* system, using *Lean* tools and techniques. Glen Tichbourne, Lean Master, is on our staff and will help you implement lean solutions.

In addition, we have found that *Six Sigma* fits very well under *The Right Way To Manage* umbrella. Our consultants have credentials in both Lean and Six Sigma and will provide you with the products, services, education and training that you need to achieve your goals. Sheila Julien, a Six Sigma Black Belt, is on our staff and will help you use Six Sigma tools and methods to achieve your goals.

Many organizations pursue a blended approach to improvement and use a variety of methods such as *Lean Manufacturing* and *Six Sigma*. We have worked successfully in these environments and have seen how *The Right Way To Manage* works well with a number of approaches.