

If you're serious about Improvement...

Welcome!

When we talk about Improvement, it is with a capital I. True Improvement is more than just a project here or there. It is a system where people work together within, throughout and across departments, divisions, product lines, supply chains, looking for better (faster, cheaper, more innovative, more reliable) ways to achieve organizational goals. Improvement is both large scale and small. On a macro level, it is looking at how an organization is structured (or should be), what its strategy is (could or should be), helping people get ready for change and providing the help and support needed to achieve excellence.



Wherever and whenever you need Improvement, Conway Management has the expertise and experience to help you achieve staggering levels of improvement.

We help people at all levels build better businesses...

For more than 25 years Conway Management Company has been a global leader in helping organizations make improvements throughout their business in quality and productivity through the study, change and improvement of work.

A unique combination of proven methodology and talented, expert consultants and coaches enables Conway Management Company to provide broad-based solutions to organizations across all industry lines.

We are extremely well experienced, having successfully helped businesses of all types and sizes to achieve substantial improvements in their work and work processes. We look forward to introducing our proven approach to your organization, and to helping you successfully apply the principles.

Why Conway — **We help you succeed.** We bring many years of hands-on experience and ongoing education to each situation. Our staff truly excels at helping clients implement business improvements while changing the way they think and work. We work with you to innovate processes and methods so that you can deliver outstanding products and services to your customers.

We bring objectivity and skill to difficult business questions — our only goal is the current and future success of your business; and we have a solid track record of delivering results — you will see a clear return on your investment.

Our Approach — We use imagineering — visualizing how things could or should be — and then devise ways to move towards perfection. We have developed a rigorous methodology for attacking waste/opportunities that helps people to work on projects in a logical sequence. It provides a logical approach, common language, and common tools for process improvement. Our methodology includes a series of related steps that identifies problems, causes, fundamental solutions and a follow-up system to assure the process stays fixed. We focus on four key elements to drive these improvements: human relations, variation, the customer-supplier relationship, and the plan, study, change & improvement of work and work processes. We strive to be the preferred supplier for those organizations that are serious about Improvement.

Our Methodology — Conway Management's *The Right Way To Manage* provides answers to the questions, "what do we do now?" and "What do we do next?". Getting people to develop the right mindset and use the right language and tools every day, in all their activities, is part of the culture change required in moving to a system of ongoing Continuous Improvement. Our methodology is a series of related steps that identifies problems, causes, fundamental solutions and a follow-up system to assure that the process stays fixed. We have developed a rigorous and flexible approach and prioritization to identify problems and opportunities to help you "work on the right thing".

We assess your readiness for change and bring energy, enthusiasm and expertise to each engagement.

Our Track Record — *Conway Management* has helped hundreds of organizations improve quality and productivity, dramatically decrease costs and increase customer satisfaction. We have developed a solid track record with businesses and organizations of all types and sizes, including small and medium-sized companies, Fortune 100 corporations, multinational concerns, "start-up" firms and government agencies. More than 200,000 people worldwide have participated in *Conway Management's* seminars and workshops, and hundreds of thousands more have been educated and trained using our comprehensive materials – including publications, tools, software, video based material and on-site coaching and consulting support.

Client Success — Our success is closely aligned with your success.

Our clients are found in numerous industries, sectors and geographic markets throughout the world, yet they all share a fundamental and sincere commitment to improvement. Clients that have achieved extraordinary success include: Dow Chemical, HEB, Vermont Yankee Nuclear Power, Portsmouth Naval Shipyard, Fresh Express, DeVilbiss, Temple-Inland Forest Products, and many more. Each has also realized a measurable record of success. By understanding and applying our principles and investing their own efforts into cooperative training and project work, each has made and sustained improvements that have yielded gains far exceeding their investment.

Our Expertise — Conway Management has spent the last 25 years helping thousands of clients take advantage of hidden opportunities for business improvement. Our associates are experts in studying work, using industrial engineering and statistical methods, identifying current and emerging customer needs and helping our clients achieve staggering levels of improvement. Some of our work has enabled clients to achieve:

- doubled in-store productivity in a large supermarket chain
- decreased the time to overhaul a nuclear submarine by more than 10,000 person days
- decreased the time to complete an outage by 50% at a nuclear power plant, while also increasing safety, productivity and power generation
- accelerated rocket engineering delivery time which let to improved initial design, saving thousands of hours of rework and costs throughout the product life cycle
- optimized well production of oil wells
- achieved gains in purchasing of more than \$20MM per year for a large supermarket chain
- decreased transportation costs by more than 20% for a large vegetable grower by eliminating excess weight of product in the growing field

Many of the world's most competitive and profitable businesses started on the path to success by changing their thinking about work and the way they work. The secrets to success can be found in their work and work processes.

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.

Resources

Products — Publications — Video — Software — Work Sampling

Training Overviews & Outlines

Newsletter

Blank Forms — Team Charter — Project Plan — Meeting Minutes — Work Timer Analyzer — Data Collection Sheet

White Papers & Other Media

- New Ways to Prosper in a Time of Industry Consolidation & Cutthroat Pricing
- Improving The Sales Process

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