

The SigmaPro Approach

Achieving Breakthrough Performance Improvement



“Increasing customer requirements, financial uncertainty, ever greater competition. The business standards that are acceptable today will not be acceptable tomorrow. The ability to effectively innovate and improve is no longer desirable, it is essential. Organizations that can continually improve and innovate will survive and flourish, those that cannot will decline.”

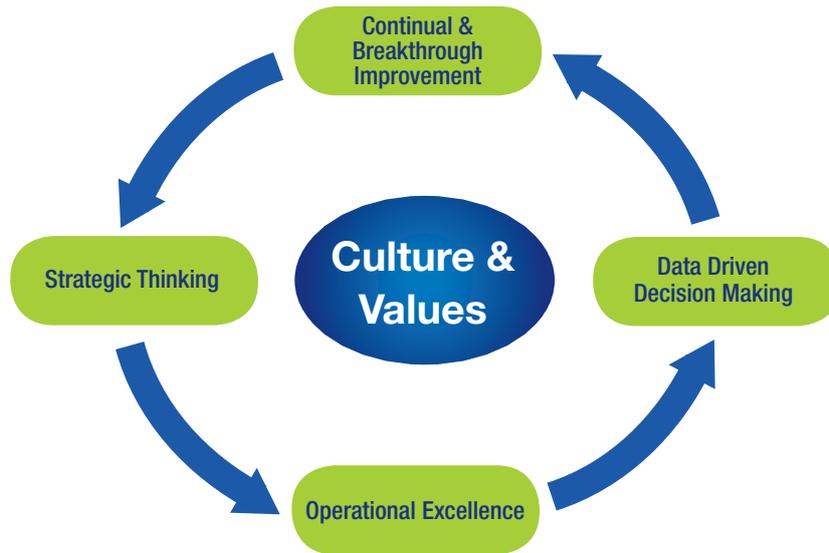
Douglas P. Mader, CEO SigmaPro

 **SigmaPro**[®]
when experience matters most

Developing Organisational Capability

Making isolated improvements is within the grasp of most organisations. To create a sustainable approach to improvement, to harness the power of everyone in the organisation on an ongoing basis, requires more than isolated improvement. Through our extensive work with many leading organisations, and our research programmes, **we have identified four key competences** required to enable organisations to develop sustainable, innovative improvement.

The achievement of these four competences, underpinned by a desire to develop a culture where innovation and improvement are valued, will ensure that improvement becomes part of everyday life for everyone.



Skills Mastery

People require time to develop competences. Acquiring any new skill requires learning, practice, application and refinement until the skill becomes second nature, and the individual becomes competent.

Like people, organisations go through phases of developing these competences for improvement: learning, practicing, applying and refining, until the organisation itself becomes competent. SigmaPro's proprietary **Maturity Assessment Process (MAP)** helps us to decide where your organisation is on the road to mastery of the competences required, and then agree a programme to develop them so improvement becomes part of the culture and values of the organisation.

Tailored Programmes

Although based on proven SigmaPro methodologies, programmes are always designed and tailored to your organisation's specific needs and culture. The focus is always on people, at all levels, managing the changes involved for themselves, and developing new skills.

Programmes are designed to develop both technical competences and change management skills, and typical components will be learning and coaching for both management and improvement practitioners during the different phases of activity.



The SigmaPro Approach

To change an organisation requires changing people, giving them new skills, new competences, new ways of working and thinking. SigmaPro develops and coaches people at all levels, helping them to achieve what they never thought they could.

Our approach is based around 'best of the best' tools and techniques for improving business performance - including Six Sigma, Lean, Change Management and Systems Thinking.

We work closely with organisations to help them identify and improve existing processes and develop new products, processes and services, with the objectives of transforming the organisation quickly and achieving breakthrough performance improvement, both now and in the future.

1. Review

The first phase is to review the organisation. SigmaPro's proprietary Maturity Assessment Process (MAP) examines both current state and opportunities for future improvement. The ability to link process performance to financial performance allows a clear business case to be rapidly established.

2. Align

Developing the organisation requires change for both processes and people. Understanding and commitment at senior level is a prerequisite for programme success and SigmaPro's interactive feedback workshop allows detailed discussion on the business case, infrastructure, goals and targets and the steps to take first. Programme design is a function of an organisation's culture, desire, and capacity for change.

3. Launch

A focus on action is a feature of successful organisations. Once improvement opportunities are identified and prioritised the next step is to tackle them. SigmaPro support and coach people to tackle improvements using a proprietary roadmap and toolset during training, delivering a clear ROI fast. In parallel, we work with the organisation to prepare the ground for future improvements.

4. Progress

Once the potential for performance improvement is clear, and the methods used proven, SigmaPro helps you drive improvement at strategic, functional and individual level, with the focus on achieving long term organisational goals. SigmaPro will continue to work with people at all levels to develop and apply

skills in managing change, improving people and improving processes.

5. Sustain

To achieve a self-sustaining and innovative approach to improvement is the goal. Every part of the organisation is involved, everyone contributing. New product and processes are introduced right first time, with suppliers involved and contributing as if they were part of the organisation itself. There is internal capability to develop, train and coach people. The transformation is almost complete, the real journey is about to begin.

The SigmaPro Difference

✓ Experience	Our people all have in depth experience, and have "been there and done it"
✓ Integrated approach	We use the "best of the best" approaches to business improvement
✓ Innovation	Investment in Research ensures up-to-the-minute approaches
✓ Return on Investment	Our clients achieve dramatic performance improvement and increased profitability
✓ Global Reach	Our network of offices across the world enables us to support global programmes
✓ Proven Approach	Approaches based on in depth experience, tailored to specific client requirements
✓ Partnership	Innovative commercial options for true partnership working

About SigmaPro

SigmaPro is a leading provider of training and consulting in business improvement, policy deployment, lean six sigma, and change management. Our fundamental business objective is to help others achieve breakthrough performance improvement. To enable this we help organisations develop their internal talent to streamline operations, design better products and services and improve profitability.

Since being founded in 2000 in the US, SigmaPro has grown to become a truly global player with offices throughout the world, and SigmaPro - certified people are making a difference at over 500 international organisations.

Our collaborative approach allows us to share valuable insights and experiences across markets, whilst the independence of each area ensures locally tailored products and services can be provided to our clients. This combination has allowed us to achieve an unrivalled reputation unmatched by our competitors.

Services

- Organisation Review
- Remote Mentoring
- Deployment Planning
- Consulting
- Executive Workshops
- Public Training
- Management Training
- Onsite Training
- Practitioner Training
- E-learning
- Onsite Support
- Blended Solutions



“SigmaPro has partnered Apex over several years with a great deal of success. With the help of SigmaPro consultants we have been able to achieve measurable benefits and develop a systematic approach to business improvement”

John Gilmour, Managing Director, Apex Cylinders

“SigmaPro have helped us develop a high level understanding of Manufacturing Excellence. They have worked in close cooperation with us to support our culture change. We have been very satisfied with the support and training given across all levels of the Global Organisation and the high return on investment achieved”

Jan Martin Hansen, Project and Development Director, Trelleborg Sealing Solutions

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