


**Process Quality Associates Inc.**

*"We Engineer the Quality of Your Success"*

# PQA & You

How PQA can help  
achieve your goals

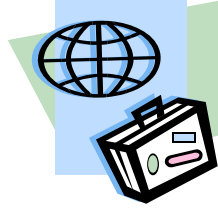
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Welcome.

This is Glenn Black from Process Quality Associates Inc.

During the next 12 slides, you will learn about PQA, and how PQA can help you achieve your goals.



# Your world has Changed

- Things are more:
  - Complex
  - Difficult
  - Demanding

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Your world has changed.

Today, your life is more complex, and difficult.

Stakeholders are more demanding.

Fortunately, PQA is here to help.

## Tough Choices

- Crisis ?
- Burning Platform
- Procrastination is not an option
- Crisis=

Danger

+

Opportunity

- Crisis Management



"Burning Platform" on Piper Alpha Oil production platform explosion & fire in North Sea, 1987

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When an off-shore drilling rig catches fire, people will do anything to avoid jumping 300 ft. into the ocean. When all the alternatives evaporate, they finally have a tough choice: Jump into the ocean, or face certain death in the fire at their feet.

Perhaps today, or in the future, a crisis will occur in your organization.

You will have a "Burning Platform" which demands tough choices.

Procrastination is no longer an option.

Remember that in Chinese, "**Crisis**" is written by combining 2 pictograms: **Danger** + **Opportunity**

PQA has financial, engineering, and managerial experts who specialize in crisis management. They quickly determine the root cause, contain it, then start the healing process.

## Want to Improve ?

- Opportunity ?
- Risk ?
- Frustration ?
- Good today, better tomorrow
- 1% per day = ~~365%~~ per year
- 1% per day = 3,778% per year
- PQA's:
  - Coaching
  - Encouragement
  - Tools
- Better, one step at a time



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Do you want to Improve?

Perhaps you need to grab an opportunity, reduce your risk, or eliminate a frustration.

Either way, no matter how good you are today, you need to be even better tomorrow.

Did you realize that improving 1% every day doesn't give 365% improvement by the end of the year. You get 3,778% improvement !

PQA has the coaching, encouragement, and tools to help you achieve excellence, or get better, one step at a time.

## Non-renewable Resource

- Shortages:
  - Money
  - Skilled people
  - Raw materials
  - Customers
- World-Class performance ?
  - Many talk, few achieve
- Faster
- More urgent
- Time is of the essence



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Resources are in short supply. For example, money, skilled people, raw materials, customers...

There's never enough.

A few people want and need World-Class performance. While many talk about it, few are naturally blessed with everything they need to achieve world-class performance.

No matter what others might tell you, you know the truth:

The Stone Age didn't end because we ran out of rocks.

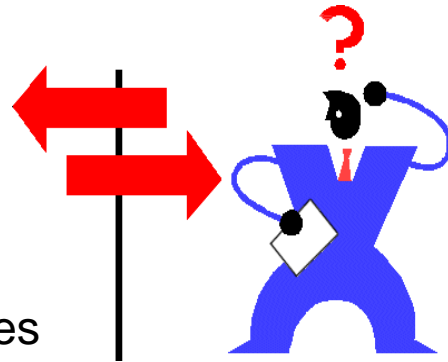
Everything is moving faster and faster. Urgency is now the norm.

There is only one non-renewable resource: **TIME**

Time is of the essence.

## Options are Few

- Responsible
- Accountable
- Wise decisions
- Fast results
- Need Outside resources



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You are a responsible manager; in more ways than one.

Others look to you for leadership; they will hold you accountable.

You need a wise decision that's right the first time.

Fast, guaranteed results are required.

However, managers rarely achieve the best solution while using just their internal people, skills, and resources.

Help from outside your organization can ensure your success.

PQA is there to help.

## PQA's Experience

- 16 yrs consulting, training, & mentoring
- >150 man-years of expertise
  - Leadership
  - Governance
  - Quality Management
  - Engineering
  - Project Management
  - Logistics, Scheduling, & Distribution
  - Sales & Marketing
  - Business Excellence



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PQA has 16 years experience helping organizations and managers just like you.

That's 150 man-yrs of expertise in getting the right solution, right away.

PQA specializes in leadership; corporate governance; Quality Assurance; Engineering; Project Management; Logistics, Scheduling, & Distribution; Sales & Marketing; and Business Excellence.

PQA is ready to help you.

## PQA's Competitive Edge

- Simple Solutions to complex problems
- All sizes
  - Fortune 500
  - 1 person startups
  - SME's
- Assess, invent, implement
- Change → **Improvement**
- Cross-fertilization
- Technology



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PQA's competitive edge is creating simple solutions to complex problems.

PQA has worked with the world's largest organizations, 1 person start-up ventures, and specializes in Small Medium Enterprises (SME's).

PQA has assessed, invented, and implemented.

PQA discovers small changes that produce huge improvements.

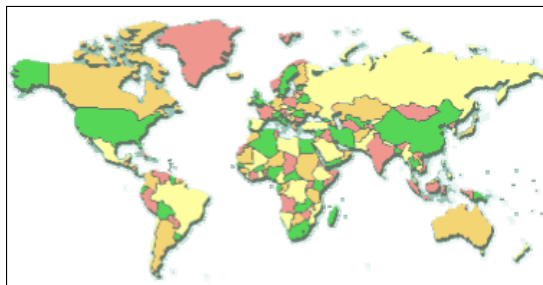
PQA does cross-fertilization. Re-use ideas and skills from others, rather than re-inventing. PQA has the breadth and depth to maximize your cross-fertilization.

PQA is recognized for using technology as a competitive weapon. PQA can be one of your competitive weapons.



## PQA's Coverage

- Most industries
  - Resource (oil, gas, mining, lumbering,...)
  - Manufacturing
  - Electrical– Electronics
  - Software
  - Distribution
  - Retail
  - High Tech
- Global



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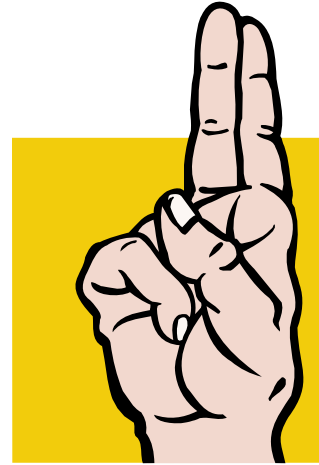
PQA's prior experience covers most industry sectors; including Resource, Manufacturing, Electrical & Electronics, Software, Distribution, Retail, and High Tech.

PQA's people have worked in Canada, United States, Europe, Middle East, and the Far East.

Where ever you are, whatever you do, PQA can help.

## PQA's Commitment

- Understand
- Watch, Ask, Listen, Learn
- Consistency
- No Surprises
- Risk management
- Honest, tactful communication
- Coach & mentor
- Admit our limitations
- Worthy of your trust



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You and your situation are unique. Before anybody can help you, they have to understand you. PQA will watch, ask, listen, and learn about you and your unique situation.

You deserve consistent results. PQA checks their work, anticipates potential setbacks, and rapidly fixes problems while they are small. In short, no unpleasant surprises.

Life is risky enough. PQA has proven skills in risk assessment, management, and containment; right from the start.

Honesty builds trust. Tactfulness helps your honest message be heard and fully considered. With PQA as your Coach and Mentor, you get both honesty and tactfulness.

PQA has many skills, but aren't arrogant. We know our limitations, and admit them openly. If PQA is not the best, we often know who is the best, and will partner with them.

For trust to flourish, PQA must have your best interest in mind, demonstrate competency, communicate honestly, and perform predictably.

PQA is worthy of your trust.

## Learn from PQA's Clients

**"PQA did what they were asked,  
and much more.**



**I am very pleased, and recommend PQA to all  
my friends.**

**For my competitors, I keep PQA as my closely  
guarded, secret weapon."**

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You can learn something from PQA's Clients.

One Client summed it up as follows:

**"PQA did what they were asked, and much more.**

**I am very pleased, and recommend PQA to all my friends.**

**For my competitors, I keep PQA as my closely guarded, secret weapon."**

# Bright Future

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You, Your Opportunity, and PQA

Together, there is synergy.

The future looks bright with PQA involved.

Anticipate your passion for what you achieve with PQA.

PQA is there to help.