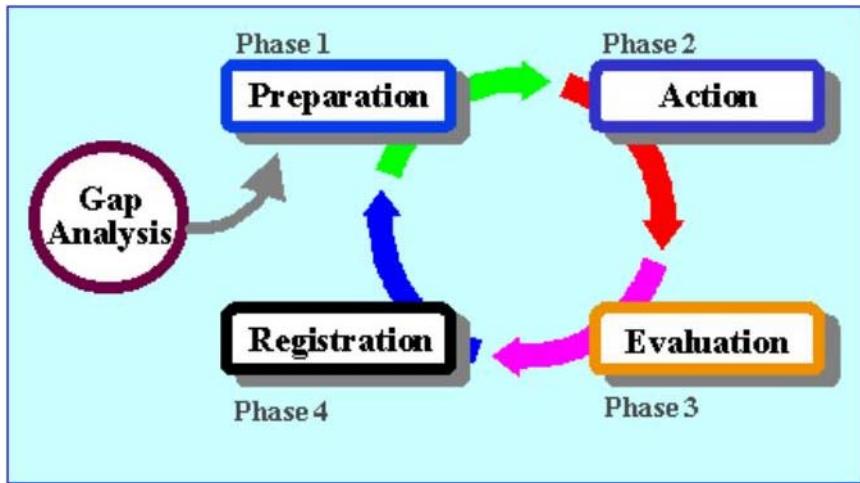


PRODUCTIVITY IMPROVEMENT NETWORK, LLC

Actions, Resources & Timelines

1: Project Phases:



Steps:

First, the Survey or **Gap Analysis** – How much work and how ready are you? Launch the project!

Project Phases:

Phase 1 – Educate & **Plan**

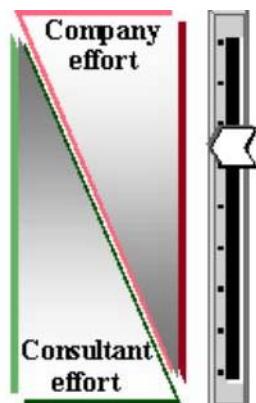
Phase 2 – Document & release for use.

Phase 3 – Check & improve

Phase 4 – External Audit – success!

At successful completion – Celebrate, market & promote to existing & potential clients and the community

2: Options: Some different approaches to implementation:



1 Do it Your self: High internal learning needed. High risk of misinterpretation of ISO 9000 requirements. Potential high demand on internal resources. Potential extended project timeline.

2 Assisted: Balanced guidance and internal learning, medium demand on resources, external challenge to complete to schedule.

3 Turnkey: High speed, packaged solutions. Low demand on internal resources. Potential high stress for internal acceptance.

3: Internal resource demands: - based on 100-employee firm, single location*



Options:

Do-it-Your self: 2,000 to 3,500 person hours

Assisted: 1,500 to 2,250 person hours

Turnkey: 750 to 1,250 person hours

* Add 25% for each separate operational location
Add 25% for each 250-employees
Deduct 10% for less than 300-employees

4: Cost / Benefit Return of Implementation: - based on 300-employee firm, single location*

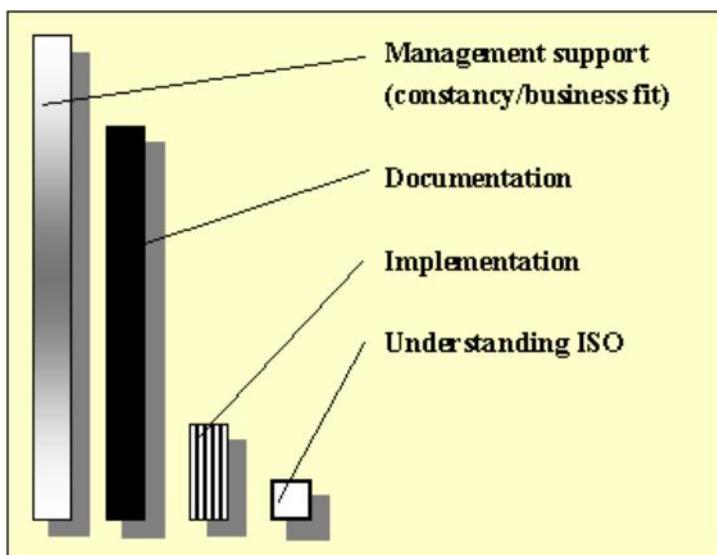
Major project cost variable is use of internal resources.

Consultant cost remains relatively level across wide scale of company sizes. Percentage ratio for consultant decreases with increase in company size.

Registrar costs are based on first year costs. Registrar costs occur in each year. Typical fees for 300-employee firm in range of \$3,500 to \$5,000 in first year plus \$1,500 to \$2,500 in each of next two years.

A focused project should return savings to the firm of 1.5% to 5% of revenue in its first year of operation.

5: Major Hurdles to Success:



Get management involved – to sustain support and to ensure the project delivers business benefits and fits with company goals.

Simplify documentation – a major area of frustration and project cost. Frustrations and costs will remain during maintenance years after Registration if not implemented simply.

Simplify, simplify, simplify!

Understanding ISO is a pre-project fear. Hands-on learning during the project activity drastically reduces the myth.

Deloitte & Touche and QSU survey – May, 1998

6: Timeline – the PIN Way



High energy – fast paced implementation. Deliver results quickly – get to completion quickly. Reserve most important time for adoption, use, learning and improvement.

Use concurrent techniques for fast adoption and use of procedures.

Involve the Registrar early and partner with them for success.

7: Critical Success Factors

Manage the Project (use PM)

Treat this like the most critical client project – scope, budget, organization, reviews, and reports. Employees will take this effort only as seriously as management do.

Management are active Process Owners

Work with lightweight power teams.

High Level, small focused teams

Involve each unit & department.

Involve the internal customers and suppliers

Maximize decision delegation

Utilize only business priorities

Test, test, test the usefulness and value through internal audits.

Impact the business

Focus only on benefits to the business.

Deliver results fast!

Do not wordsmith procedures to perfection. Draft, release, test, improve – move on!

Action over perfection

Concurrent documenting & history

Audit, audit, audit

8: Build Enthusiasm and commitment:

- Just “Do It”**
- With management – not *for* management**
- Visualize – don’t ‘dramatize’**
- Action over perfection**
- Challenge every scrap of paper**
- Identify and prioritize opportunities**
- Implement quickly for user feedback**
- Audit & improve – audit again & again**

9: Some benefits from the Productivity Improvement Network implementation approach:

50% reduction in implementation time	Productivity Improvement Network's extensive experience with ISO 9000 implementation within design consulting and construction firms means they can deliver <i>simple customized solutions</i> that fit the business.
30% reduction on internal resource demands	
35-85% reduction in paperwork	
50% reduction in Document Control (Maintenance cost)	Their approach eliminates 20% of the requirements of ISO 9000, drastically reduces the documentation headache and demands for the time of fee earning professionals within a firm.
35% reduction in Auditing (Maintenance cost)	In particular the Productivity Improvement Network approach delivers high business benefits and user-friendly solutions aligned with company goals that require low on-going maintenance.