

## *Customer-Focused*

The Productivity Improvement Network (PIN) provides leading edge services in consulting and training to help organizations achieve world class performance. We focus on consulting and training opportunities that add value to our clients.

PIN offers a variety of consulting and on-site training programs that can be customized to meet your organization's special needs.

Our consulting services can help your organization achieve ISO certification in a number of areas including ISO 9000:2000, ISO/TS 16949, ISO 13485, ISO 17025 and ISO 14000.

Because world class performance can't be accomplished by only one part of the organization PIN offers training for every level of the organization. Our training programs include sessions on leadership, strategic planning, customers, employees and process management.

## *Results-Oriented*

World class performance can not be achieved overnight. At PIN, relationships are the key to the successful delivery of services. We believe that there are no "cookie-cutter" approaches to continual improvement.

In addition to our extensive range of services, we have networked with other improvement experts across the country so that our clients have access to the best possible solutions to fit their needs.

These solutions include:

*On-Line Customer Satisfaction Measurement Tool*

*Business Assessment Tools*

*Integrated Product Engineering Tool*

*Grant Writing Services*

## *Who is PIN?*

The mission of the Productivity Improvement Network, LLC (PIN) is to *provide training and consulting services in the areas of quality management systems and business improvement for clients.*

It was founded by Thomas Gray as an organization dedicated to help businesses achieve continuous improvement.

Mr. Gray has extensive experience in both Quality and Operations Management. He has worked for 15 years in the manufacturing, servicing, and medical industries. He is an excellent facilitator, project manager, and designer of learning/training events.

Mr. Gray serves and has served on several local and national committees promoting the development of quality systems and best practices in business. He is also a member of the Board of Directors for an organization focused on quality practices required by the automotive industry.

# Productivity Improvement Network

*PIN consultants take the time to get to know our clients' needs.*



## Productivity Improvement Network, LLC

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Your Partner in  
Continual  
Improvement

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## Consulting Services

### *Quality Management Systems:*

ISO 9000:2000 Transition and Implementation  
ISO/TS-16949 Transition and Implementation  
ISO 13485 Implementation

### *Laboratory Accreditation:*

ISO 17025 Implementation

### *Environmental Management Systems:*

ISO 14000 Implementation

## Training Courses

### *Quality Management:*

Executive Management Sessions  
Employee Awareness Training  
Internal Audit Training  
Problem-Solving Training  
Basic Statistical Concepts  
DOE Training  
FMEA Training  
APQP Process Training

### *Business Management:*

Leadership Development and Mentoring  
Process Mapping and Process Improvement  
Creating a Value-Added Strategic Planning  
Process  
Creating a Value-Added Continuous  
Improvement Program  
Creating a Value-Added Performance  
Measurement Process

### *Operations Management:*

Creating Manufacturing Cells  
Implementing a KanBan Pull System