

JURAN[®]

The Source for Quality

7 Tough Questions To Ask Your Next Consultant



Superior Quality. Sustainable Results.

1. What can a great consultant do for us?

When you're ready to improve performance and attain sustainable financial results, make sure you work with an organization that has a history of delivering pragmatic solutions to achieve the results.

“A great consultant can help you take your organization to the next level—even in tough economic times. Whether you want to improve your product quality, boost productivity, reduce costs, or build customer loyalty, a great consultant will help you find the shortest path.”

Joseph De Feo

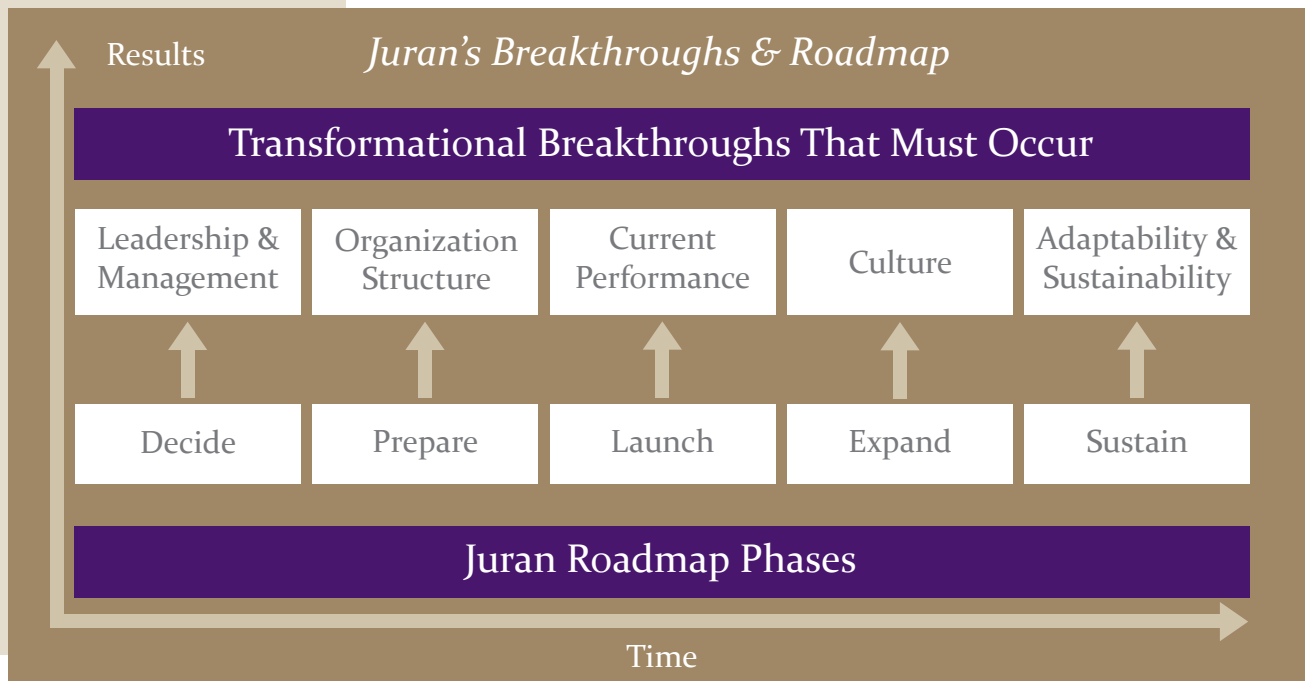


Joseph A. De Feo
President and Executive Coach

Reach the top with Juran Global Consultants.



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2. How will a great consultant help us achieve sustainable results?

Transforming an organization requires much more than a temporary fix. It takes a combination of talent, vision, experience, and a proven roadmap to make it happen. Select a firm that can help you deliver sustainable results—the kind that can help you build tomorrow's success today.

Follow a leader.

Juran can help make your brand, goods, and services synonymous with superior quality and the market leader. Our universal methods have transformed thousands of well-known organizations throughout the world. Now it's your turn.

Simplification.

Whether you need to benchmark your competition, educate your staff, or solve complex organizational problems, Juran can provide simple solutions to your problems.

Continually researching best-practice tools, methods, and technology helps us deliver the right solutions—assessments, analysis, consulting, training and certification—at the right time, in the right way, at the right price.

Are you ready?

You're ready to grow, streamline processes, improve efficiency, and get lean. Are you ready to improve the quality of your goods, services, processes, and people? If you are, you're ready to maximize performance excellence and achieve record results.

You're ready for Juran.

See how Juran can:

- Improve financial performance
- Improve talent performance
- Improve process quality
- Improve goods and services
- Increase sales
- Reduce costs
- Transform your culture

3. Can a great consultancy demonstrate real results?

Juran Institute, for more than 30 years the global source for improvement solutions that achieve superior quality and sustainable results.

Juran clients experience real results, increased ROI and sales growth, positive cultural change, enhanced customer satisfaction, and ongoing success. Here are three examples:

Telefónica de España

Telefónica, Spain's leading fixed-line telecoms operator, is implementing an ambitious Six Sigma improvement program—with the help of Juran Institute—as part of a far-reaching corporate culture change effort. Focused on customer satisfaction and quality as key differentiators in an increasingly competitive domestic market, Telefónica is using the momentum provided by Six Sigma projects to help drive toward building a truly integrated management system based on organizational excellence. (ASQ Gold Medal Winner)

Molex Inc.

The executive leadership team at Molex determined that in order to maintain and strengthen its position among the leaders in their market segments and to deliver increasing value to shareholders, it would need to reduce costs significantly while improving customer responsiveness and loyalty. A review of the options available led to an agreement and commitment by the executive leadership team to transform the policies, processes, and people of the organization consistent with the principles of quality leadership, using the methods of Lean and Six Sigma.

Molex selected Juran to help them realize a savings target. The Juran process has been flexible enough to allow their organization to reprioritize and change focus just when they needed to make it happen.

Presbyterian Healthcare System (PHS)

The Presbyterian Network is a not-for-profit system that includes eight hospitals in New Mexico, the largest being Presbyterian Hospital in Albuquerque, with 453 licensed beds. This system employs over 9,000 highly skilled healthcare professionals plus administrative and support staff. Juran began working with PHS to implement a system to achieve process excellence. During this time, Juran has trained Executives, Champions, Black Belts, and Green Belts in the Lean and Six Sigma concepts and methodologies. Trainees have included physicians, nurses, clinical technologists, administrative staff and other key personnel. PHS has licensed Juran workshop materials and selected a Juran-trained Master Black Belt to further deploy process excellence skills throughout the organization. Through process excellence projects, PHS has achieved millions of dollars in cost savings and seen dramatic improvements in other key organizational measures across all components of the organization, including hospitals, physician clinics, and health plan operations.

We wrote the rules.

We can change the game.

We walk the talk.

Juran clients include:



4. Does a great consultancy know our industry?

When it comes to understanding an industry, the more knowledge, the better. Fortunately, Juran has across-the-board experience in numerous industries. We have helped top organizations, just like yours, improve performance.

No matter what the industry, you face a highly competitive marketplace. Our Universal Principles and Transformation Roadmap can be applied to solve your organization's costly problems.

Juran's custom solutions—strategic deployment, training and consulting—fit your organization's culture and deliver sustainable results fast.

We have proven results in:

Defense and Government Agencies

- Ensure compliance to requirements
- Train and certify
- Improve productivity and reduce process waste

Goods Manufacturers

- Reduce inventory
- Reduce cycle time
- Attain superior product quality
- Improve customer satisfaction

Healthcare

- Enhance patient safety
- Improve patient outcomes
- Improve process speed
- Reduce costs
- Design and lead new service lines

Oil and Gas

- Provide best-practice benchmarking
- Develop organizational scorecards
- Identify opportunities to improve

Service Providers

- Reduce costs, improve productivity
- Eliminate wasteful processes
- Meet demands of nanosecond customers

5. How can a great consultant guide our future?

Dr. Joseph M. Juran (1904–2008) left this world a much better place than he found it. His pioneering quality management, methods, and tools literally changed the business world—and society—for the better. His enduring legacy is reflected by our commitment to continue as a world leader in transforming organizational performance consulting.

Dr. Juran ensured his methods to improve society would continue by hand-selecting a successor, current Juran President Joseph A. De Feo.

Our unparalleled history and heritage includes a legacy of breakthrough successes for our clients. In addition, considering we created the benchmarks against which all our competitors are measured, no other firm can match us. It's proof that there is no substitute for the original.

“Dr. Juran’s work in quality management led to the development of the widely practiced business methodologies referred to as Six Sigma and Lean manufacturing.”

—The New York Times

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Juran Fascinating Facts

Did you know that Dr. Juran:

- Was invited to help rebuild Japan after WWII by General Douglas MacArthur. This led to a long-term business relationship with Toyota.
- Named the Pareto Principle, or the 80/20 Rule, after legendary Italian economist/philosopher Vilfredo Pareto.
- Published over 20 books and hundreds of papers that were translated into 17 languages. The most prominent work, *Juran’s Quality Handbook*, was first published in 1954 and is currently in its sixth edition.
- Received the National Medal of Technology from President George H.W. Bush in 1992.
- Was 75 years old when he founded Juran Institute, Inc. The company’s first client was Motorola.
- Was considered to be one of the great humanists by Dr. Peter Drucker.
- Lived to be 103.

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Did you know...

Molex is a large multi-national manufacturer of components for electronic and electrical products, with more than 50 plants worldwide and another 20 sales and distribution locations. They exceeded their savings target after only 18 months of working with Juran.

6. What do you do best?

As the most referenced leader in our industry, Juran understands the importance of staying ahead of the competition. That's why we strive to deliver quantifiable breakthrough results for our clients and transfer our knowledge to you. It's what we do best.

Let Juran help you create a program that will transform your organization. Our methods—including business-process design and improvement, innovation, Lean, Six Sigma, and the utilization of our performance excellence methods and tools—are based on extensive research and practical application across various industries and cultures.

Juran Services & Capabilities

Strategic Consulting Services	Consulting & Assessment Services	Training & Certification Services	Transformational Change Services
Strategic Plan Alignment & Deployment	Organization Health Check	Lean Six Sigma	Transformation Roadmap
Business Process Management	Cost of Poor Quality Analysis	Quality Control & Assurance	Balanced Scorecards
Benchmarking Best Practices	Quality Culture Survey	Quality by Design	Team Building
Process & Cost Analysis	World Class Supplier Audits	Enterprise Assurance	Change Management Support

7. How do we get started?

All seven questions have one answer: Juran Institute, Inc.

We are the right provider to improve your organization's performance. Forget the past: It's what you do next that matters. Contact Juran today.

Call: 800.338.7726 • (+1)203.267.3445

Email tina@juran.com or visit our website at www.juran.com

Our promise.

Juran. The right consultant for you.

Juran is the right consultant to improve your performance. Our services and training, publications, support materials, and personnel are unparalleled. We are experts at preparing system leaders, managers, and the workforce with the practical skills and in-depth knowledge needed to achieve tangible, rapid results on the job. The learning experience offered through our mentoring, training, and certifications is designed to provide our clients the means to accelerate their performance improvement efforts, deliver enhanced value and quality to internal and external customers, and increase their organization's profitability.

Our Mission

Our mission is to create value for society and our customers through superior quality and sustainable results.

Our Vision

Our vision is to be recognized by our customers as the best source for attaining superior quality and sustainable results.



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