

# JURAN<sup>®</sup>

*The Source for Quality*

## Transforming the Business of Defense



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*

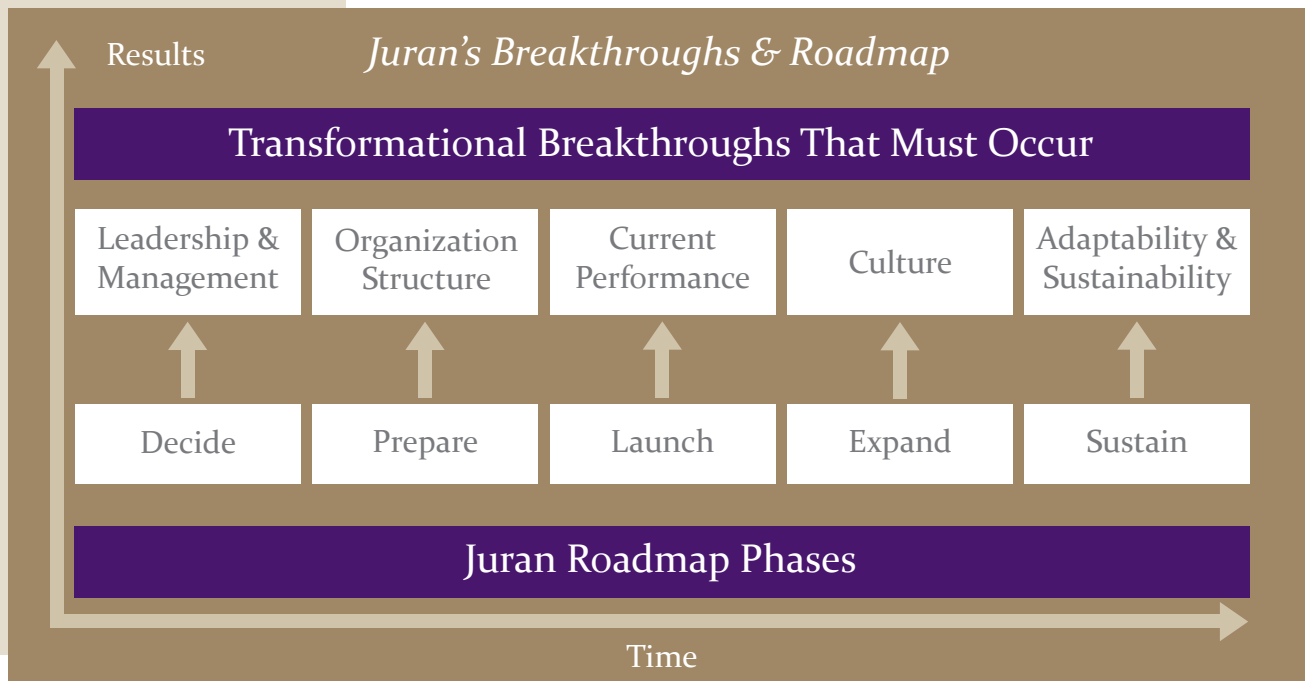


Joseph A. De Feo  
President and Executive Coach

*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 clients experience real results, increased ROI and revenue, positive cultural shifts, enhanced customer satisfaction, and ongoing success. Juran has participated in launching Quality Improvement initiatives at the National Security Agency, U.S. Customs, various U.S. military bases, several defense contractors, and state agencies. Here are two examples of our client successes.



#### **Executive Training for the National Security Agency**

Juran completed an in-depth stakeholder assessment and delivered a Lean Six Sigma Executive Leadership Workshop for the NSA. Juran met with the Director and his top 40 leaders in the NSA. The workshop was an outstanding success, which led to the fundamental changes in the culture of the NSA.

#### **Improving Efficiency in MASH Units**

When the U.S. Army created its policy guide for moving 80-bed MASH units, its focus was on maximum efficiency. Unfortunately, that efficiency was targeted at loading up four transport trucks and breaking camp, not at unloading vehicles and setting up camp. The process of loading the 2.5-ton trucks for departure did not take into account the needs and logistics involved in rebuilding the MASH units at the next site. As a result, the unloading and construction process could draw valuable time away from the essential purpose of MASH units—to aid injured soldiers. A team of soldiers, stationed with the 25th Infantry Division in Hawaii, decided to redesign the process. The team, made up of the unit commander, the executive officer, the first sergeant, and the ambulance platoon leader, applied some common sense to the process. The improvement was to load supplies onto the trucks in reverse order of need; the most important equipment would be placed on the trucks last, allowing it to be taken off the trucks first. The old process allowed eight hours from the time the order to “Move MASH unit” was handed down to the time the surgical ward could begin to take patients. The 25th Infantry Division’s redesigned process reduced the time needed to two hours. For its efforts, the unit was recognized as the best U.S. Army medical unit in the world for two years running.

#### **Return on Investment**

For a \$25,000 investment in training, certification, and time to diagnose process-related problems, Juran has documented results for \$375,000 per project or a ratio of 15:1.

*We wrote the rules.*

*We can change the game.*

*We walk the talk.*



Juran clients include:

## Raytheon



## U.S. AIR FORCE



## 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 agencies, just like yours, improve performance since 1979.

When federal agencies face tough economic times, our Universal Principles and Transformation Roadmap can be applied to solve your organization's costly problems to get the most out of your budgets. Following the roadmap allows you to get down to the true root cause, validate it, eliminate it, and put it under control, better, faster, and easier than our competitors.

Juran's custom solutions training and consulting will fit your agency's culture and deliver sustainable results fast.

Juran has been a catalyst in the application of effective tools such as Lean, Six Sigma, and Continuous Process Improvement. We listen to the voices of the customer and create a set of solutions that meet those needs.

### GSA Schedule

Contract #GS-10F-0065W

NAICS Code (North American Industry Classification System):

- 611430: (Professional and Management Development Training)
- 541611: (Administrative Management and General Management Consulting Services)
- 541690: (Other Scientific and Technical Consulting Services)
- 541618: (Other Management Consulting Services)
- 541990: (All Other Professional, Scientific, and Technical Services)

## 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*

## 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](mailto:tina@juran.com) or visit our website at [www.juran.com](http://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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[www.juran.com](http://www.juran.com)