

JURAN[®]

The Source for Quality

Transforming the Quality of Manufacturing



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.”

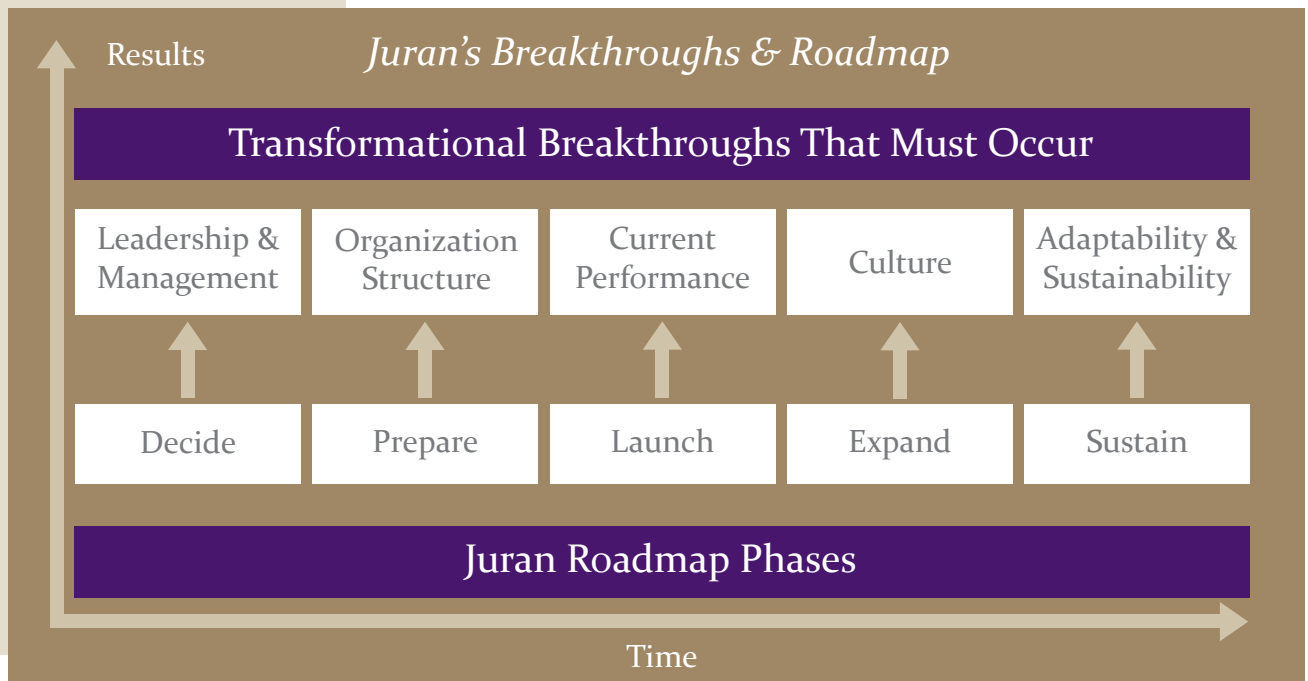
Joseph De Feo



Joseph A. De Feo
President and Executive Coach

Reach the top with Juran Global Consultants.





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 Motorola, Siemens, Unilever, Doosan, Molex, several defense contractors, and other manufacturing organizations. Here are two examples of our client successes:



Multi-National Manufacturer of Components for Electronic and Electrical Products

The client has more than 50 plants worldwide and another 20 sales and distributions locations with four divisions, each focused on specific market segments. Price competition is strong, but key customers also expect reliable on-time delivery and quick response for new product development.

As the company has expanded and sustained its efforts, all aspects of the way business is conducted have benefited from the disciplined Lean and Six Sigma methods from Juran. They have used them to develop and implement improved pricing discipline. Many improvements have been made in Sales and Marketing processes. Even the Internal Audit function has greatly expanded its capacity to deliver operational audits without any increase in staffing. Six Sigma analytics have been applied to financial planning and analysis to deliver more useful and actionable information to executive leadership for making both tactical and strategic decisions.

“Thought you would like to know that despite the challenging year, we have managed to achieve our original [annual] \$50M savings goal. Many thanks to your people and the high caliber of technical support, leadership and teamwork they have delivered. This goal was set before anyone suspected the economy would fall off the cliff, and production volumes with it. The process has been flexible enough to allow our organization to reprioritize and change focus just when we needed to make it happen.” . . . Vice President, Quality

Return on Investment

The number of steps in the special order process was reduced from twelve to three. The number of special orders has been reduced from 700 annually, to 200. Interrupted production runs have been reduced by a factor of 500 per year. Special orders that used to take six months are now being filled 85 percent of the time within two days. In a two-year period, the company’s overall quality effort supported 86 teams, which collectively saved more than \$5 million.

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 agencies just like yours to improve performance since 1979.

When manufacturing organizations 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 training and consulting solutions will fit your organization's culture and deliver sustainable results fast.

Juran's 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.

Improve Turnaround Time by Reducing Backlog

In the case of one international airline, the problem in question was that internal turnaround time was not competitive with external maintenance, repair and overhaul (MRO) facilities. The data collected showed there was no discernible systematic process followed, resulting in a fast-growing list of open work orders. Queue time of components was not controlled, causing excessive backlog. The project goals put in place were the development/implementation of a controlled process for queue time in one shop, and replication across the board—as well as the reduction of the average cycle time by a minimum of 50%.

Solutions were developed for some proven root causes. For example, queue time measurements were inconsistent, so data was collected at pre-determined points to measure queue time consistently. Also, there were many different processes developed by different component shops, so processes needed to be documented and standardized.

It was determined that the company had to become more sensitized to the requirement of relying on accurate and timely data; more emphasis had to be placed on data collection and retrieval. It became important to analyze the use of data and how it relates to the strategic direction of the company to drive project decisions.

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.*

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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(+1)203.267.3445

www.juran.com