

Operate consistently,
reliably, and under control.

Discover

The Streamlined Business™



COMPROSE



The Challenge:

Keeping a diverse workforce trained, compliant, and operating consistently

Organizations today face enormous challenges: increased competition, tight budgets, new regulations. How do you keep a diverse workforce trained and operating in the most streamlined way when everything is constantly changing?

What if you had a way to...

- Always keep people fresh and cross-trained
- Get new-hires productive in days instead of months
- Turn even average performers into over-achievers
- Get people to be more accountable without micro-managing them
- Roll out new initiatives faster—even beat "impossible" deadlines

Profits and performance would immediately go up. Unnecessary costs and stress would go down. If that is not your reality today, you're not alone.

Turn average performers into over-achievers!



What's the secret to getting operations under control once and for all and propelling your businesses forward?

The Streamlined Business™

Proven. Practical. COMPROSE's Streamlined Business Program is your answer if you want to build a more consistent, reliable business and gain more control over your operations.



The Streamlined Business Program gives you everything you need: a proven methodology, software for communicating systems and procedures, expert advice, training and services.

Ready, Set, Go



If you are looking for ways to put more structure, control, and accountability into your operation, then this guide is your first step. At minimum it will provoke your thinking. So start your mental engines. Take a look inside for strategies and solutions that you can start implementing today.

THE TOP REASONS TO STREAMLINE YOUR ORGANIZATION:

Your Company is ...

- growing, expanding, opening new branches/offices.
- implementing a major change that will impact how people do their jobs.
- about to go through a merger or acquisition.
- at risk due to a serious misstep, security or compliance breach.
- experiencing high turnover and training costs.
- engaged in quality or performance improvement initiatives.
- too reliant on tribal knowledge — expertise is walking out the door.
- looking for a better way to develop controls, policies, and procedures.

How one CEO described his company when he first came to us:

“Our company is the epitome of “tribal culture.” Nothing is standardized. What takes one person an hour to do might take someone else three hours.”



Everyone knows that operating like this isn't smart.

Re-inventing the wheel, working 14-hour days, chaos, turnover fear, fire-fighting are common problems in organizations that operate “ad hoc” and are always reacting. Operating inconsistently, with know-how in heads costs you money. Its why implementing any kind of change is so difficult in organizations.

Most businesses have operated like this for so long, it's just become acceptable. But it doesn't have to be that way!

How to reduce inefficiencies, training variations, and quality problems...

Ever wish there was a way you could give your employees everything they needed to *always* take the right action?

You can — with good systems and operating procedures that **are intentionally designed to produce the results you want!**

If you have a good system, anyone who follows it can achieve the expected result every time.

In a “good” system, business goals are LINKED to the policies, processes and procedures needed to achieve them. Everyone understands how the business “works” and how to improve it.

A good system encapsulates everything about “how we do business and why we're better than our competition.” If you have a good system, anyone who follows it can get a good result every time. If you aren't getting the result you want, you just change the system. It's that simple!

Think systemizing your operations just too daunting of a task? Don't know where to start? That's where COMPROSE comes in. And remember, you don't have to address the entire company right away. Just start with one task. That's what one customer did. By standardizing the best practice from their star performer, they reduced their error rate and saved themselves over \$400,000 in the process!

Client Success Story:



Managing change is easier when you have a good system.

One of our clients was faced with an “impossible” deadline to roll-out a new multi-million dollar managed care system that would change the way their 2,500 employees worked every day.

Using our program, the company met their immediate target on time and within budget by creating a sustainable “system” that is still being used today — 10 years later — to train and standardize performance across all of their claims-processing call centers.

Did you know?

A University of Texas research study overturns common assumptions about training methods and performance improvement, finding that a better procedure trumps conventional training and better-skilled employees in reducing error rates. To learn more, check out our Blog:

www.comprose.com/blogs.html

Operations Mapping™ Methodology

A process-oriented mindset... a results-based approach

Even small organizations can't afford to re-invent the wheel. Especially now, with increased competition and tight budgets, operating "ad hoc" won't do.

If you want to put the kind of structure into your business that will enable you to operate more consistently and under control, then Operations Mapping is something you should take a serious look at.



► Example of a Good System: Fraud Prevention

In banking and financial services fraud and identity theft has become a very serious issue. One of our clients decided to attack the problem head on. After working with them to carefully study their processes and procedures we discovered many gaps. No single person had a clear idea of the "big picture." It was "hazy" who was responsible for what. By creating a rock-

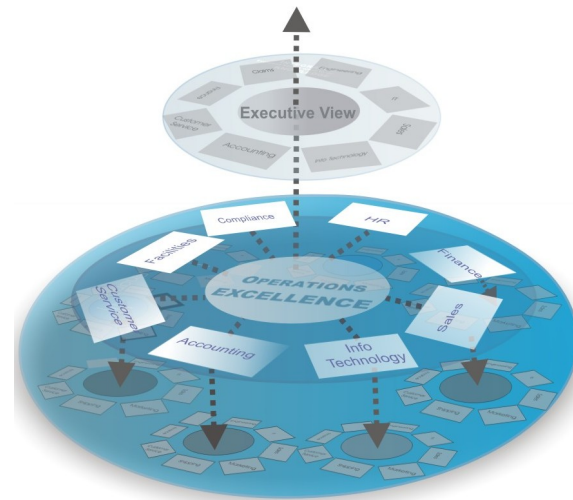
solid "Fraud Detection and Management System" that was designed to *reduce identify theft cases* and *decrease case handling time*, our client was able to streamline the process and make it more transparent.

They now had a visible system they could use for operations and training.



Operations Mapping is the formula for systemizing the "people operations" side of any business. It's a process-oriented mindset, it's a step-by-step methodology that works for ANY process or organization. The core of Operations Mapping is creating systems and procedures that are intentionally designed to produce the results you want and enable employees to always "take the right action."

Operations Mapping is different from other approaches because it integrates *all* levels of operations — including detailed tasks. Piecemeal approaches only address part of the puzzle.



Operations Mapping starts with defining the goal and then breaks high-level processes down into detailed tasks that role back up to the top. Business goals are **LINKED** to the processes, policies, people, and detailed tasks needed to achieve them.

Everyone — management, employees, auditors — understands how the business "works" and how to improve it.

You can learn the methodology in a webinar that we customize for your organization: **"Operations Mapping: Achieving Performance Outcomes with Good Systems."**

Program Overview

The Streamlined Business Program gives you everything you need to put the right kind of structure, systems, and clear operating procedures into your organization. If you don't have the resources, time, or expertise to develop systems on your own, our professional services staff can do it for you.

Educational Webinars

We offer the following training sessions that you and your group can attend without leaving your office:

“Operations Mapping: Achieving Performance Outcomes with Good Systems”

“How to Build Effective Procedures”

Operations Mapping™ Methodology

Learn our proven methodology in a customized webinar for your organization: *“Operations Mapping: Achieving Performance Outcomes with Good Systems.”*

Zavanta®: Software for standardizing processes, procedures, & best practices

Zavanta is the fastest, most efficient method for building systems and operating procedures and making them accessible to your workforce over the web. Training, technical support, and turnkey implementation are all included.

Development Services

If you don't have the resources, time, or expertise to develop systems, policies, and procedures on your own, our professional services staff can do it for you. All our developers are highly experienced and are certified in our Operations Mapping methodology so that you get the highest quality result.

Our experts can also review your existing materials and offer expert advice.



Financial Assessment

Using our proven model we perform a diagnostic assessment of your current critical operations success factors. Our experienced analysts gather key inputs from management to identify high-risk areas in operations and quantify potential improvements. You can have this analysis done for your entire company or just one workgroup.

For more information, call us or visit our website :

1-800-719-8964

www.comprose.com



About COMPROSE Inc.

Operate



• consistently
• streamlined

Learn more ...



<http://www.comprose.com/videogallery.html>

COMPROSE specializes in helping organizations systemize the “people side” of their business. We work with managers who need to keep a diverse workforce trained and operating efficiently even with constant change, tight budgets, and increased regulations.

Since 1987, we’ve helped hundreds of organizations across all industries put structure, systems, and operating procedures into their business that enable them to operate consistently, reliably, and under control.

► **Our Philosophy.** We’re passionate about the power of good systems because of the tangible results we’ve seen our customers achieve as well as the benefits we’ve experienced in our own company. Our focus is on **doing it “right,”** and getting RESULTS fast.

Turning average performers into overachievers is not just a slogan; it’s our mission.

► **Our Expertise.** Our COMPROSE management team and staff have achieved national recognition for expertise in developing good systems, knowledge transfer, facilitating training, and managing policy and procedure creation. We’ve authored numerous articles, presented at national conferences, and served on University faculties lecturing in technical communication and procedure development. We are continually refining our knowledge through ongoing research and client work, and share much of what we learn through our informational Blogs.

► **Our Products & Services**
Over the past 20+ years, our business has evolved from direct client services to software development to a complete solution-based provider. Many organizations know that systemizing their operations is a good idea, but they

have no idea how to do it or where to start. That’s why we designed The Streamlined Business, a program of complimentary products and services. Whether it’s a training session, consulting, software, or developing a small prototype, we can tailor a solution to meet any situation or budget.

The foundation of our business is our methodology: **Operations Mapping**, a proven formula for creating good systems. Our **Zavanta software** is a specialized software tool for building good systems and procedures. Zavanta (and its predecessor ProcedureWRITE) was designed to give organizations a more efficient, standardized alternative to MS Word.

► **Our Client Successes.** Our success is defined by **our clients’** successes. Over 75% of our business continues to come from customer referrals.

Our clients are forward-thinkers, who strive to be “World Class” in all they do. They represent a wide-range of industries, including banking and financial services, insurance, manufacturing, and healthcare. Clients include First Bank, McKesson, Wellpoint, Toyota North America, Mercy Health Systems, DST Systems, Boston Private Bank, and hundreds of other organizations throughout North America and as far away as Australia and Kuwait.