



Saving TIME & generating PROFIT and VALUE for today's businesses.

The Premier Performance Network

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The quality revolution is moving forward...

Are you leading?

There are many successful executives who continuously improve their business processes and results. PPN has been privileged to support many executives and companies in their quest for world-class performance. We are ready to support you as well.

Who We Are

The Premier Performance Network (PPN) is an organization of over 50 consultants who have worked for more than 15 years in the field of corporate performance and quality improvement. Many began their quality experience at Florida Power and Light (FPL), which won the Deming Prize in 1989. FPL, one of the first U.S. companies to utilize Six Sigma tools, was instrumental in helping establish the Malcolm Baldrige National Quality Award.

Many of PPN's principal consultants received their original Six Sigma training from the Union of Japanese Scientists and Engineers (JUSE). In addition, they learned the key elements of achieving corporate strategy through an organization-wide improvement system as seen at Japanese companies like Toyota.

More recently, PPN's consultants have worked world-wide with GE, AlliedSignal, 3M, Fidelity, Dow, Philips Electronics, ING Bank and Baldrige Award winners. PPN consultants were senior executives at companies implementing Six Sigma programs. In addition, PPN consultants have served as Six Sigma instructors for PriceWaterhouseCoopers, Six Sigma Qualtec and General Electric.

This broad experience, coupled with PPN's benchmarked Six Sigma materials, allows the tailoring of the approach to a client's history, language, financial needs and strategy.



PPN's knowledge and experience base encompasses system-wide implementation efforts that include all of the elements shown here in our corporate logo. Specifically, PPN consultants are able to link the technology of rapid improvement to strategy formation, implementation and financial results.

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Past Performance

"I would like to take a brief moment to again personally thank you for all that you have done for our teams here. Beginning with the initial training . . . up through the final project submissions, reviews and approvals; your in-depth knowledge and teaching style helped keep everyone engaged and learning. We all learned a great deal and have returned value to our organizations for this learning opportunity. I believe that we were very fortunate to have you as our instructor. Again, thanks for helping us elevate to a new level of performance and understanding."

*Quality Systems Manager
Taconic*

Client: Impianti Di Confezionamento CMC S. P. A.

- A regional association of manufacturing and process industries in northern Italy

Project Name: Executive training in Lean, Process Improvement and Six Sigma

Project Description: PPN has an ongoing relationship with government entities, public companies and the regional manufacturing organization in Northern Italy. PPN provides consulting and educational training through agreements with members' support to their improvement efforts. Recently, PPN provided a nine day benchmarking and training seminar in the form of a tour by motor coach from Boston to Washington with approximately twenty executives of major Italian companies. With more than a score of stops and seminars that were part of the experience, the Italian executives visited with executives of major American companies and government organizations including the U.S. Post Office and Homeland Security. Best practices relating to Process Improvement, Lean and Six Sigma were explored with executives of the various organizations.

Client: York Hospital

- A member of Wellspan Health

Project Name: Application of Lean tools to High Impact Processes

Project Description: PPN has assisted WellSpan and York Hospital in the diagnosis of Critical Hospital processes covering 60% of the admissions to the hospital that enter through the Emergency Room. The objective was to highlight those process areas that need improvement as they relate to Healthcare organizations most: critical flow (the flow from the emergency room door through triage), stabilization, treatment and admission. Additional projects include the development of flow charts and the application of Lean and Process Improvement tools to improve the efficiency, reduce wait times, balance employee resources with forecasted design, and improve throughput and efficiency in the use of resources.

Our Mission

The Premier Performance Network is committed to helping management teams realize sustainable performance improvement and world-class results for the shareholders of their organizations.

We operate with a passion for results by:

- Working with clients to identify key opportunities for improvement
- Helping clients define an implementation approach that fits their corporate culture, systems and organizational structure
- Beginning with pilot projects to generate success and momentum
- Interacting with every level and group whose buy-in is critical
- Utilizing practical data-based tools to achieve results
- Using tools to identify financial impact and improve speed and quality of operation
- Counseling individual Business Units in the deployment of these tools
- Developing a management system that enables our clients to continuously improve their performance
- Providing ongoing support and materials as required
- Evolving to more sophisticated tools when needed
- Adapting our program to meet the individual needs of our clients

Our approach provides measurable results quickly. We recognize that initial results sell the rest of the organization and energize others to join in a company-wide effort. We are able to use the most effective tools for specific situations. Our knowledge of advanced statistical tools can be applied whenever necessary. This results in a more efficient use of resources and a quicker return on a client's investment.

Our clients receive value through:

- Increased capacity from the same assets and employees
- The ability to measure the financial return on investment
- Increased customer loyalty and market share
- Reduced defects for products and services
- Lower failures experienced by the customer
- Less scrap, rework and warranty costs
- Improved capability to generate sales and higher profits
- Enhanced cycle-time for core business processes
- Accelerated realization of merger and acquisition benefits
- Direct results shown to the Board of Directors

Six Sigma Summary

Six Sigma is a business strategy and management system that is utilized by some of the world's most respected companies. General Electric, Motorola, Dow and Honeywell are just a few that recognize how Six Sigma improves the capability of their processes to satisfy customer needs, as well as improve their earnings, shareholder return and stock value.

Historically, the concepts of Six Sigma performance began in the statistical process control teachings of Deming and Shewhart. These concepts were adopted by the Japanese and became an important element of their strategy to improve quality and gain market share. They expanded these concepts into the quality management systems of the 70's and 80's. With Japan's economic success, these systems were introduced to the rest of the world. In the United States, Florida Power and Light (FPL) became the first company outside of Japan to be awarded the prestigious Deming Prize for their quality system application.

In statistics, sigma is the Greek symbol used to represent the standard deviation, a measure of variation. In business, variability is the enemy; excess variation translates into products and services that do not meet customer specifications. Most companies operate at three to four sigma levels of performance. This translates into a range of 6,200 to 68,000 defects per million opportunities. By comparison, processes operating at Six Sigma levels produce 3.4 (3,400) defects per million opportunities. Products produced "on-target with minimum variation" satisfy the customer at less cost, which translates into increased market share. Margins increase as product defects decrease. The financial impact continues to expand as more processes perform at Six Sigma levels.

Premier Performance Network (PPN) will work with your organization to implement a Six Sigma Performance program that meets your needs and expectations. We have a complete set of original Six Sigma materials that are regularly benchmarked and improved. We can present alternatives for consideration, create courses and a Six Sigma Management System that fits your company's specific needs, history and culture.

Through implementation, we offer our expertise by assisting your organization with:

- Improvement area and project selection
- Implementation of a Six Sigma measurement system
- Clarification of roles and responsibilities
- Candidate selection criteria
- Development and delivery of training materials
- Barrier identification and mitigation tactics
- Coaching key roles for success throughout implementation
- Development of in-house expertise

Six Sigma Performance is built on a foundation of value-driven concepts:

- Customer needs must be understood and become the focus of all work efforts
- Operating variables that largely affect the achievement of customer-driven strategies must be identified, measured, controlled and improved
- Rapid improvement is driven by fact-based decisions
- Continuous improvement develops customer loyalty and enhances financial return
- Employees who are focused on shared goals can quickly affect significant change in themselves and others
- Success fosters success

www.premierperformance.net

Profiles



**Wm. Kent Sterett,
President**

Kent is a visionary executive with extensive experience in Six Sigma, quality improvement, customer loyalty, cost reduction, and revenue growth. He has served several Fortune 500 companies as the senior corporate officer in charge of Strategy, Purchasing, Quality, Training and Asset Management. He has used his ability to integrate systems and develop new paradigms to achieve world-class performance. Kent's experience in Six Sigma and major change management are derived from both line and staff perspectives in diverse Union and Industry environments including merger facilitation.

Kent has extensive global cross-cultural experience and is an expert at accelerating sustainable financial performance improvement. He has had the direct corporate responsibility for improvement efforts that have been publicly credited with over two billion dollars in benefits to the shareholders. Kent also served four years as a judge for the prestigious Malcolm Baldrige National Quality Award. In addition, he led Florida Power and Light's quality effort. This was the first non-Japanese company to win the Deming Award. Kent has the distinction of being presented with awards for Outstanding Service to the Nation by two Secretaries of Commerce: William Verity and Robert Mosbacher.

Kent is the founder and current CEO of Premier Performance Network, a global provider of consulting and training in: corporate performance, quality improvement, Six Sigma, Lean, and Strategic Planning. PPN's consultants have worked with Motorola, Allied Signal, ABB, York International, General Electric, ASQ, ING, the Singapore Government, and PwC. Kent's area of expertise includes Manufacturing, Service, Healthcare, Financial Services, and Government institutions.

Past Experiences

Fidelity Investments

Senior VP of Corporate Quality

- Responsible for promotion of continuous improvement world wide.
- Initiated the concepts of Balanced Scorecards and management reviews as part of the management process.

Southern Pacific Transportation Company

Corporate Executive VP - Strategic Planning, Quality, Training, Purchasing & Fleet Management

- Organized corporate Six Sigma teams and business operating reviews as well as the corporate measurement system.
- Responsible for management of major asset (replacement value \$2 billion).
- Coordinated strategic planning processes.
- Used the Six Sigma approach to develop a management system for a multi-billion dollar merger of three companies.

Awards and Accolades

- Presented awards for "Outstanding Service to the Nation" by both Secretaries of Commerce, William Verity and Robert Mosbacher.
- Co-chairman of the first panel of judges for the California State Quality Award.
- Judge for the Malcolm Baldrige Award (4 terms).

Experience

Qualifications & Experience

Senior Executive

Most PPN consultants were in senior executive positions at companies implementing Six Sigma programs. They have held corporate officer positions in five different Fortune 500 level companies.

International

PPN consultants work world-wide, in Europe, Asia, Australia and the Americas. All of our partners have had first-hand experience on a global scale.

Quality & Performance Awards

PPN consultants serve as examiners with the Malcolm Baldrige National Quality Award. One served four terms as a MBNQA Judge and was involved in the development of the MBNQA qualifying criteria. In total, PPN has first-hand experience with seven different national, regional and state awards, including the European Quality Award.

Line Management

Most PPN consultants held both first line management and staff positions. They have the practical experience to help a management team link this technology to strategy formulation and implementation.

Company-wide Implementation

PPN consultants have been members of teams, or assisted staff in implementing corporate-wide management system change initiatives. They provide the ability to apply Six Sigma in a realistic manner that is sensitive to cross-cultural and business unit requirements.

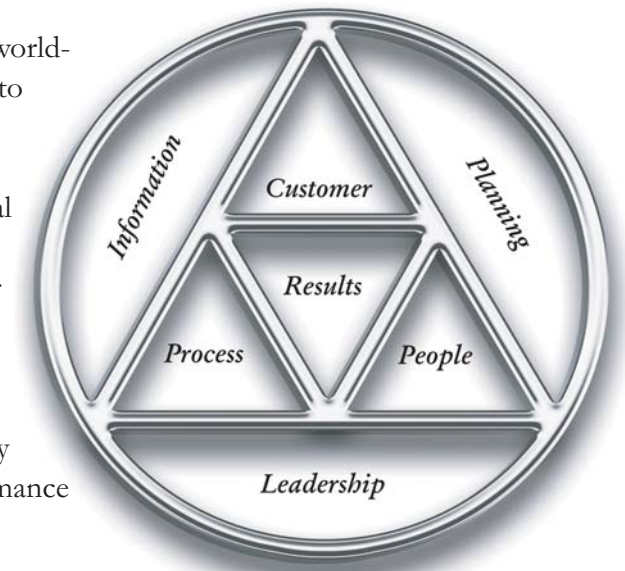
Experience in Various Industries

- Automotive
- Banking
- Chemical
- Communication
- Consumer Products
- Financial Services
- Government
- Healthcare
- Insurance
- Manufacturing
- Oil and Gas
- Railroad
- Textile
- Utility

Improvement

Improvement Model

Sustainable Performance Improvement and world-class results are our goal. PPN uses the logo to describe the elements needed to have an integrated improvement system capable of achieving world-class performance. Individual organizations need to determine how to best address each element, while considering their current challenges, history, existing processes and culture. PPN provides the products and services to support these elements. If the elements are familiar to you, it is because they are the basis for every major national performance excellence or quality award in the world.



Leadership – Leaders at all levels provide clear and consistent guidance supported by a management system that is focused on the satisfaction of customer and shareholder needs.

Planning – Policy Deployment is used to develop and implement a plan based on shareholder needs. It clearly communicates an organization's direction to customers, suppliers, business partners and the financial community.

Customers – Knowledge of customer needs is converted into products and services that satisfy them. By translating customer needs into specifications and service levels, an organization can earn loyalty, while increasing profits.

Information – Data is gathered, analyzed and rapidly communicated to develop plans and actions that support the strategic direction and deliver business results. A system of indicators is used to provide data to management, enabling them to review the progress toward the corporate goals and lead in the appropriate direction.

People – Employees are mobilized through focused involvement that maximizes their potential. Training provides the skills and context that empowers people to make continuous improvements.

Process – Key processes are identified, documented, monitored and continuously improved to meet or exceed customer requirements and expectations.

Results – Maximizing total shareholder return ensures future growth and stability. Business results are the outcome of each system component working in harmony.

Products

PPN constantly seeks to understand and satisfy client needs. With over 15 years of experience in management consulting, training, and instructional design, we can rapidly customize our services to your specific requirements. This approach reduces normal resistance to new ideas and practices often experienced as part of a transformation process.

Our consulting services and educational products address the eight key elements of an effective management system:

Lean Six Sigma Courses for Service and Manufacturing

- Executive Overview
- Champion Workshop
- Yellow Belt
- Green Belt
- Black Belt
- Master Black Belt
- Design for Six Sigma
- Design of Experiments

Leadership

- Six Sigma Performance
- Leading in an environment of change
- Results focused leadership
- Operating reviews
- Change management

Customer/Market

- Benchmarking
- Customer loyalty and retention
- Customer satisfaction and service
- Product / Service design

Strategic Planning

- Organizational Self-Assessment
- Creating a management system focused on shareholder return
- Project Management
- E-commerce
- Strategic Innovation

Process Management

- Process management and control
- Value-Added / Lean Flow Analysis
- Building in flexibility and speed
- Process re-design
- Rapid re-engineering
- Best practices
- Cycle-time reduction
- Improving reliability
- Merger/Acquisition integration
- Moving beyond ISO
- Supply Chain Management
- TRIZ

Human Resources

- Interpersonal and team effectiveness
- Leading and coaching others
- Achieving the vision

Business Results

- Selecting improvement initiatives for maximum return
- Six Sigma Performance
- Focused cost reduction
- Enhancing shareholder return

Information and Analysis

- Problem solving
- Balanced Scorecard
- Using customer data

Services

Consultation and Integration

Our experience encompasses many industries, enabling us to contribute to the rapid achievement of your goals. We can adapt proven techniques to your needs to avoid costly mistakes and delays. PPN is committed to help you reduce the learning curve, while enhancing both shareholder value and customer loyalty. We understand business processes from product conception to customer loyalty and everything in between.

Product Customization

It's rare that one of our clients asks for our products right "off the shelf". The uniqueness of every organization or market requires customization for the effective transfer of skills and understanding. In addition, linking concepts and ideas to ongoing initiatives speeds up application and return on investment. Over the past 20 years our consultants have developed hundreds of workshops and seminars and have provided materials that were uniquely designed for the client's specific situation.

Senior Management Education

Working with senior management requires focused learning opportunities that emphasize critical success factors. Our approach includes customized benchmarking studies, comparative financial analysis, discussions with leaders from different companies, guest presenters and executive workshops. We recognize the importance of gaining senior management commitment by creating an environment in which they can experience success, consider alternatives and make the key decisions.

Training

Over the past 15 years, our consultants have trained over 70,000 participants at all organizational levels. We have certified internal instructors for our products from the training of the basic improvement tools to the more advanced Black Belt curriculum. Our workshops are creative, interactive, focused and utilize multimedia. We send certified Black Belt, Master Black Belt and Design for Six Sigma curriculum facilitators to your locations world-wide to save travel expenses. Our materials can be electronically sent and are formatted for rapid translation into the local language.

Licensing Agreements

You may license our proven material and adapt it yourself. We will provide you with the most recent edition of the materials using Microsoft products. Our formatting and material design anticipates the requirements of our international clients and is ready to load into your internet/intranet site.