

WORLD-CLASS INSIDER NEWSLETTER

WORLD-CLASS BUSINESS BUILDERS INTERNATIONAL, LLC

WCBBI Services

Our Comprehensive Department Analysis includes typical areas of concern such as:

- **Customer Service Practices**—We examine your customer service practices. In a world-class environment, a quality customer service program is essential.
- **Basic Time Studies**—We perform basic time studies of your operation. We review potential bottlenecks and constraints. The elimination of extensive overtime hours can provide numerous benefits and the excessive drain on dollars.
- **Safety Policies and Procedures**—We provide a detailed analysis of your safety policies and procedures. If you are struggling with excessive equipment and asset damage, this is a priority during our visit.
- **Communication Channels Effectiveness**—We analyze the operational effectiveness of your communication channels. Effective and powerful communications and how information is accumulated and distributed is key to getting projects completed.
- **Alterations and adjustments**—Adjustments can then be made to maximize individual and team performance. The goal is to maximize efficiencies, remove bottlenecks and constraints, improve current safety standards, address outstanding housekeeping issues and realign employee manpower if necessary.

Upon completion of this analysis, you will receive an updated **Business Operations Health Report**. You then have the opportunity to proceed with the Top 5 Performance Enhancing Training Modules, or to choose a combination of 5 selections from the Quality Improvement Programs and/or the Performance Enhancement Training modules.

"You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand."

--Woodrow Wilson

Dollar Sense

Accountability for our Work Centers

Part 2

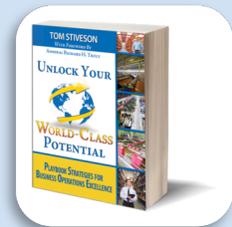
The Role of a Strong Leader

- Engage in solid communications
- Ensure Customer Service is near or rapidly approaching world-class status
- Enable company growth and profits by maximizing efficiencies
- Encourage employee involvement in all areas of the operation, from training to participating in leadership roles
- Strive to obtain a lean working environment, i.e., Lean Six Sigma, 5S, etc.
- Establish sustainable parameters for a world-class employee training program
- Develop the ability to identify problems, bottlenecks and constraints, equipment malfunction, etc., and execute an aggressive problem resolution plan. This plan must be traceable, highly visible, and updated at regular intervals.
- Develop an employee retention program, beginning with an hourly rate above the industry standard.

A well-established and powerful employee performance program equals maximum effort

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by Small Business Trends***

***UNLOCK YOUR WORLD-
CLASS POTENTIAL
--Playbook Strategies
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SAFETY MOMENT

Consultation = Two-Way Conversation

Consultation is a two-way conversation between employers and employees. This process involves sharing timely information in a way that is fully understood by employees. Consultation about safety and health gives employees the opportunity to express their views, and factors this valuable employee input into management decisions. **Involve employees** when 1) identifying safety hazards in the workplace, 2) resolving safety inspection findings, 3) monitoring workplace conditions, and 4) assessing safety training needs.

A World-Class Safety Program:

Good Business Sense	Good Financial Sense
Well informed and alert employees who take responsibility for their own and their coworkers' safety	The cost of accident prevention is far lower than the cost of accidents
Small businesses may be eligible for recognition by the state and OSHA through participation in the Safety and Health Achievement Recognition Program (SHARP). https://www.osha.gov/dcsp/smallbusiness/sharp_sites.html	Improvement in bottom line <ul style="list-style-type: none">- Lower injury and illness rates- Decrease in workers' compensation costs- Reduction in lost workdays- Limiting equipment damage and product loss

FROM TOM'S DESK

Human Capital – The Number 1 Value Added Program on a Global Scale

Have you ever wondered about the employee who lumbers into the facility in the morning looking a bit disheveled and annoyed? Or, consider the employee who tends to be a few minutes late, calls in sick several times a month, or simply doesn't grasp the 'maximum effort' policy you have meticulously polished over the years.

Participating in a leadership role in any business operation is never an easy assignment, as there are always a thousand problems to ponder. As a manager or supervisor, managing people is never easy or devoid of problems. I have personally found that managing people is one of my most enjoyable (albeit time consuming and hair raising) responsibilities in my role as a business leader.

Perhaps it is time to invite this employee into your office to discuss requirements for maintaining a world-class work ethic. An honest and up-front discussion is in order!

A large percentage of managers are fearful that such an employee might reveal more than they wish to hear. For example, uncomfortable information that could open up a Pandora's box of unapproachable side issues.

So, what are we to do as managers striving to obtain world-class status?

In the summer issue, I will discuss and reveal five potential 'game-changing' suggestions that may just give this head hung low employee the boost he or she craves to build an attitude of commitment and a desire to become a loyal and long-term employee, dedicated to play a vital role in developing a world-class operation.

Can't wait to meet again in the summer issue!

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