

**Grow
Save Time
Save Work
Save Money**

The Kaizen Management Institute provides Guidance and Facilitation services to all sizes of organizations.



Our Kaizen Events will begin your transformation process in a matter of days. Through hands-on workshops, your people will learn effective work methods and apply them to a real world issue within your organization. They will learn new ways to work together, to embrace systems thinking, to problem solve and to implement effective solutions that will significantly increase your organization's ability to grow and meet customer needs, while significantly decreasing your time and costs.

Contact us today at:

(928) 951-0018

or

CLS@Kaizenmi.com

Charles Shillingburg, President of the Kaizen Management Institute has more than 30 years of experience in helping organizations grow efficiently and effectively. He is a Certified Lean Sensei, Lean Six Sigma Black Belt and holds a Masters in International Management from Thunderbird.

He is an expert in Customer Satisfaction and Quality measurement, analysis and implementation strategies and tactics. He thinks holistically and ties day-to-day implementation tactics to measurable outcomes that improve overall organizational effectiveness. With extensive experience in a wide range of industries from automotive to healthcare to consumer package goods and retail, he brings his extensive, benchmarking knowledge of different industry practices to bear on every situation.

He has held senior executive positions at major corporations like Fruit of the Loom, Noxell Corporation and J.D. Power & Associates and been an entrepreneur as President of Insights & Solutions, Inc.

“Charles brought a more rational view to measuring customer satisfaction and loyalty by relating causative factors to results, rather than just creating a report card alone. With his insights we could create actions and responses that would otherwise have only been guesswork.” February 15, 2009

Top qualities: Great Results, Expert, High Integrity

Senior VP Service– Automotive Industry

Kaizen Management Institute LLC

Charles Shillingburg - President
13440 N. 44th St.
Suite 1131
Phoenix, AZ 85032

Cell: (928) 951-0018
CLS@Kaizenmi.com

**Grow in
Challenging
Times**

**Become a
High
Performance
Enterprise**



**Kaizen Management
Institute LLC**

**13440 N. 44th St.
Suite 1131**

**Phoenix, AZ 85032
Cell: (928) 951-0018**

What is a High Performance Enterprise



A cross-functional team works to effectively grow their organization.

High Performance Enterprises continually meet challenges head on, by understanding them, developing effective solutions and implementing needed changes as times and events demand. They are confident, fearless and adaptable organizations that nothing can stop!

Characteristics include:

- There is a Holistic culture that minimizes Silo thinking
- Everyone works for the benefit of all; their customers, their co-workers and their organizations.
- They deliver *differentiating* Customer Benefits in the most efficient, effective (productive) and profitable manner.
- They employ scientifically based systems.
- Their tactics are aligned with the organization's overall Strategy that is *Customer (Benefit) Focused*.
- They are Leaders *not* Followers.
- There is a focus on Continuous Improvement

Growth is Key

Whether your organization is large or small, the ability to grow efficiently and effectively is critical to survival.

Have you asked yourself,

- "How can we get more customers and keep them?"
- "How can we overcome Silo thinking and get everyone engaged in working together to grow the organization?"
- "How can we become more profitable and effective?"
- "How can we increase quality and better satisfy customers without raising costs?"
- "How do other organizations do it?"

We will not only answer these questions, but, in a matter of days, begin transforming your organization into a High Performance Enterprise that is more efficient, effective and profitable. From top to bottom, your organization will learn how to think, manage and work differently. Everyone will learn systems-based continuous improvement and how all levels of your organization engage in it.

Overcome Fear– Take Control

In these uncertain, changing times, *fear* can engulf everyone, leading to unproductive thinking and actions. People need to feel they have some control of events and their destinies to overcome this fear. Actively engaging in the outcomes of their organizations, by helping create growth, better satisfy customers and secure the profitability of their organizations are ways to do this.



Kaizen Events Engage Everyone in Outcomes

Our 3-5 day Kaizen Events are designed to engage your entire staff in meeting organizational objectives efficiently, effectively and profitably; methods that tie individual activities to cross-functional outcomes.

They will learn how, by working together to combine purposes, the organization can better satisfy customers and increase business while actually lowering business costs. They will learn new ways of day-to-day engagement, while actually tackling one of your pressing business problems and solving it!



Call us today for more details on how the Kaizen Management Institute can help your organization grow more efficiently and effectively ... and more confidently!

**Kaizen Management
Institute LLC**

Charles Shillingburg - President
13440 N. 44th St.
Suite 1131
Phoenix, AZ 85032

Cell: (928) 951-0018
CLS@Kaizenmi.com