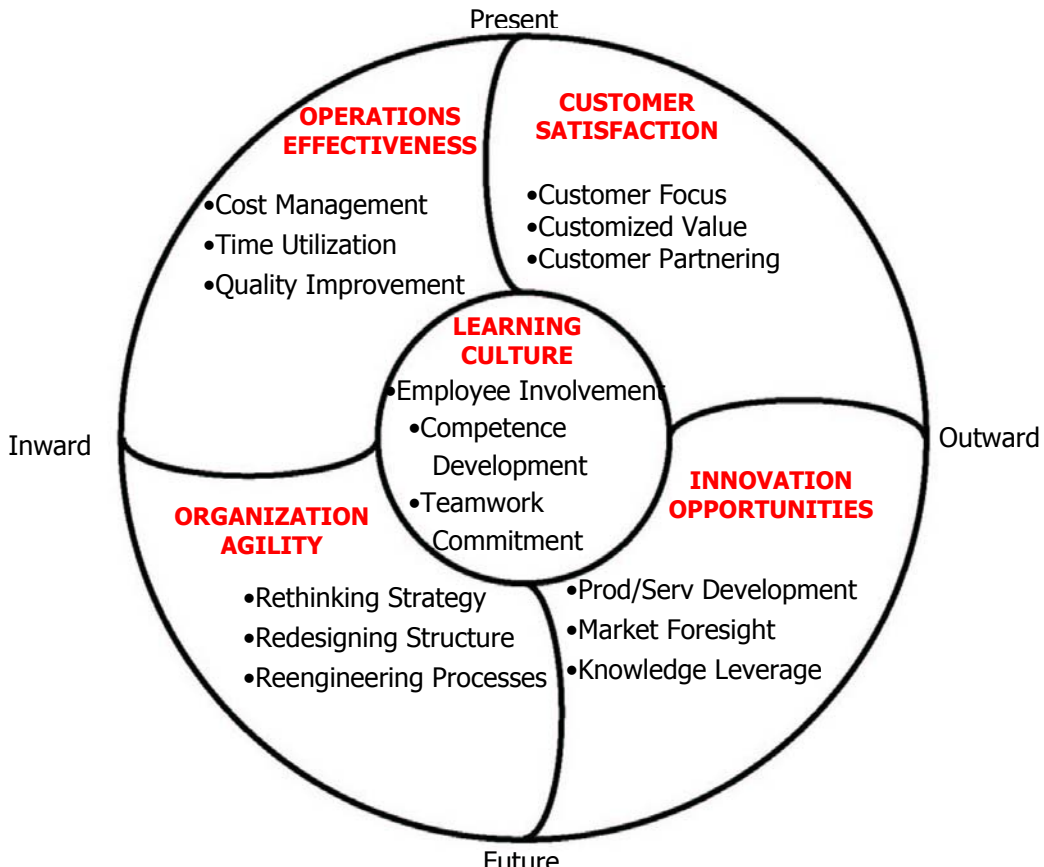


Capability Snapshot™

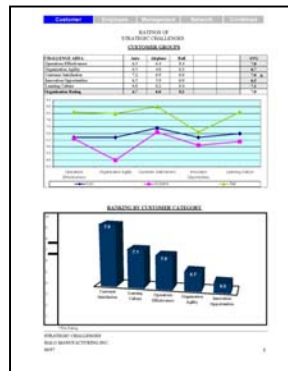
<p>WHAT IS IT?</p>	<p>The Capability Snapshot is a cost effective and efficient tool that evaluates the strengths and weaknesses of any type of organization from 4 different respondent perspectives (customers, employees, managers, other stakeholders). It evaluates quickly and objectively 5 Strategic Challenges based on 15 Essential Capabilities, those programs and practices that are crucial to the attainment of the organization's strategic goals.</p>
<p>THE MODEL</p>	 <p>OPERATIONS EFFECTIVENESS</p> <ul style="list-style-type: none"> •Cost Management •Time Utilization •Quality Improvement <p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> •Customer Focus •Customized Value •Customer Partnering <p>ORGANIZATION AGILITY</p> <ul style="list-style-type: none"> •Rethinking Strategy •Redesigning Structure •Reengineering Processes <p>INNOVATION OPPORTUNITIES</p> <ul style="list-style-type: none"> •Prod/Serv Development •Market Foresight •Knowledge Leverage <p>LEARNING CULTURE</p> <ul style="list-style-type: none"> •Employee Involvement •Competence Development •Teamwork Commitment <p>OPERATIONS EFFECTIVENESS (<i>Doing the right things in the right way</i>) ORGANIZATION AGILITY (<i>Assuring that the organization adapts to change</i>) CUSTOMER SATISFACTION (<i>Delivering outstanding value to customers</i>) INNOVATION OPPORTUNITIES (<i>Seeking and realizing break through innovations</i>) LEARNING CULTURE (<i>Creating conditions that support continuous learning</i>)</p>
<p>ADVANTAGES</p>	<ul style="list-style-type: none"> • Identifies an organization's strengths and weaknesses and practices that can be improved • Identifies implementation priorities within a plan of action for improvements • Permits the organization to concentrate on improvements that are the most profitable • Enables comparisons among respondent groups and identifies best practices • Identifies organization's culture and provides benchmark data against which future evaluations can be compared to measure progress

CHARACTERISTICS

- Questionnaire customized for each organization
- 4 questions for each Capability (the respondent rates each question on a scale of 0-10)
- Open-ended questions to meet the needs of each organization
- Each category of respondents can be subdivided into major groups and subgroups
- Multiple data capture possibilities (via the Internet, paper pencil kits, telephone interviews with confidentiality of respondents assured)
- Report delivered in written and electronic format
- Information is objective and unbiased
- The aggregated perceptions of all key stakeholders can be compared to determine the degree of alignment (customers, employees, management, other stakeholders)

REPORTS

Reports are produced in modular format (Strategic Challenges, Essential Capabilities, Business Practices, Customer Details, Customer Opinion, Competitive Comparison, Frequency of Distribution, Progress)



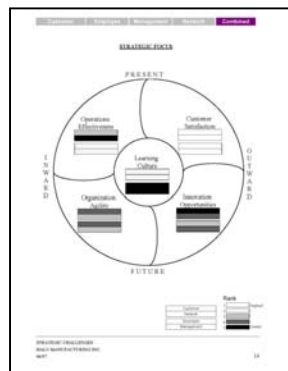
Comparison of Strategic Challenges by Customer groups



Comparison of Essential Capabilities by Employees



Low ranked practices by Customers



Alignment of all respondents

3.1 Customer Score Sheet

Statement	Customer 1	Customer 2	Customer 3
Our Organization	8.0	8.0	8.0
Our Customers	8.0	8.0	8.0
Quality Improvement	8.0	8.0	8.0
Operational Effectiveness	8.0	8.0	8.0
Marketing Strategy	7.0	8.0	8.0
Business Process	7.0	8.0	8.0
Management Process	7.0	8.0	8.0
Customer Focus	8.0	8.0	8.0
Customer Value	8.0	8.0	8.0
Customer Satisfaction	8.0	8.0	8.0
Product Development	8.0	8.0	8.0
Market Penetration	8.0	8.0	8.0
Knowledge Learning	8.0	8.0	8.0
Customer Engagement	8.0	8.0	8.0
Employee Satisfaction	7.0	8.0	8.0
Operational Effectiveness	7.0	8.0	8.0
Financial Performance	7.0	8.0	8.0
Learning Culture	7.0	8.0	8.0

Customer response sheet



Comparison with Competitors