



DEDICATED TO FACILITATING PERFORMANCE IMPROVEMENT

Focused Management Inc. (FMI) Process Management Group

“Rapid economic rebound unlikely”

Sherry Cooper, EVP, Bank of Montreal Group of Companies

“The ongoing and increased severity of the current economy’s impact demands an increasingly decisive and aggressive action plan”

Robert Milton, President and CEO, Air Canada

The business environment is more turbulent and uncertain with each day’s financial headlines. Executives can’t see clearly how to **maintain profitability and growth when confronted with chaotic markets, a sliding economy, desperate competition, impatient customers, and a shorter and shorter shelf life for any business initiative.**

“New times demand new measures”

R. B. Reich, Former US Labor Secretary

Executive success today depends on quickly developing a solid understanding of **exactly how the business works, how the parts interact, what the most appropriate, immediate and actionable measures might be, and where the pressure points are found.** This is **Process Performance Analysis.**

Let FMI’s Process Management Group work with your executive team to blueprint your current **Performance Architecture.** Our quick and incisive performance analysis and design methodology will provide timely strategic planning feedback and position your management team to be more proactive in offense and more effectively reactive in defense. Pierce through your complex internal and external environments for a context within which to understand critical interdependencies and to identify and exploit the leverage points you can use to deliver and sustain competitive advantage in today’s challenging environment.

Introducing Focused Management’s Process Management Group

The **FMI Process Management Group** (FMI-PMG) specializes in the design, measurement and management of cross-functional processes. The same process management principles and methodology practiced by FMI-PMG have been selected by hundreds of major North American and Global businesses and government organizations, to successfully improve business performance and make changes happen. These have proved to be effective in planning, analyzing, redesigning and implementing quick, effective, and sustained improvement with demonstrable results.

FMI “Performance Architecture” provides analytical procedures with which to integrate any or all of these components, together with popular tools, such as Balanced Scorecards, Management by Objective, ISO, and Shareholder Value Analysis, into a holistic and disciplined perspective centred on a solid understanding of your business processes.

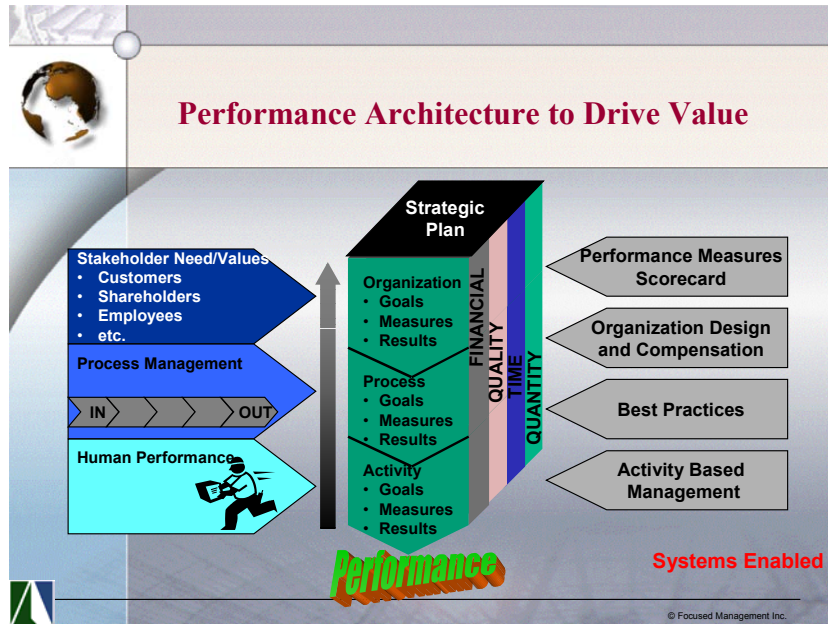


Figure 1: The FMI Performance Architecture. An integrating framework with disciplined linkages between all components.

FMI is able to effectively integrate your business' financial, structural, process, systems and knowledge management challenges and issues into a single, easily understood context. The "Performance Architecture" can help senior managers get their arms around strategic and tactical problem resolution, as well as improvement opportunities, in order to create constructive change and to ensure that it takes hold.

FMI's core competency is our ability to quickly drive out an operating picture of any organization, using a distinctive set of time- and cost-efficient tools and techniques with proven effectiveness in performance management. We are client-issue-centered and results focused. Our competitive advantage is our ability and genuine desire to transfer our technology to our clients. **We can and will improve your bottom line!**

Value Added Services Include:

Consulting Services

- Stage Setting
- Process Performance Analysis and Improvement
- Process Knowledge Management Deployment
- Human Performance and Organization Design

Rapid Action Toolkit

- Process Cataloguing and Interface Analysis
- Process Auditing, Mapping and Documentation
- Process Measures and Management Assessment (and/or Development)
- Process Troubleshooting
- Specific Process Repositioning

Training

- Introduction to Process Performance Architecture
- Business Process Analysts' Workshop
- Facilitator Training for Performance Architects
- Facilitator Training for Process Improvement Change Agents
- Facilitator Training for Activity Based Job Modeling
- Workshop for Process Mappers
- Process Owner's Workshop
- Workshop for Performance Managers and Process Improvement Process Owners

For further information on all of these services, please visit our web site at www.focusedmanagement.com.

"Efficiency today with effectiveness tomorrow"

Please contact Paul Sharman at 905-829-2658 or psharman@focusedmanagement.com for further information.

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