



Business Outcomes Using The Human Element®

Shell Offshore

Optimize startup performance of "Ram Powell" oil platform

Best first year performance

97% Uptime (Expected: 85%)

4 months Ahead of schedule

\$40 million Saved

Optimize startup performance of "URSA" oil platform

99% First year up-time

>14 million Barrels over forecast

Procter & Gamble

Optimize startup performance of new product packing line

4 months Usual: 22 months
Best in plant's history

\$9 million Saved over average

Top Five Cell Phone Company

Increase sales of call center

24% Sales increase from \$85.64 to \$106.48 Monthly Recurring Charge

10 minutes Reduction in Average Call Resolution Time

UK Civil Service Department

Improve overall performance of welfare distribution and jobs center

50% Reduction in absentee rate within 4 months—to 9 days/year

7 days Per year after 8 years

4x ROI

<1 year Three 250-person teams went from lowest to highest performance

Peninsula Light Company

Improve overall performance of large cooperative utility

Over 16 months:

60% Safety improvement
Best on record

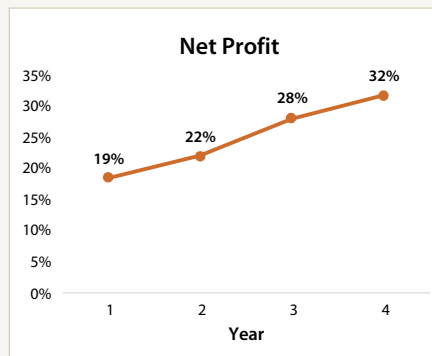
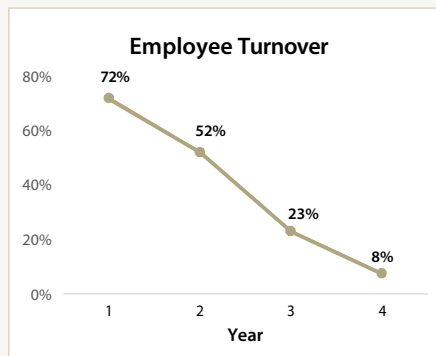
22% Engineering performance increase

60% Operations performance increase

\$1 million Cost savings

Brentwood Bay Resort and Spa

Turnaround performance of five-star oceanfront boutique resort



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Memorial Sloan Kettering Cancer Center

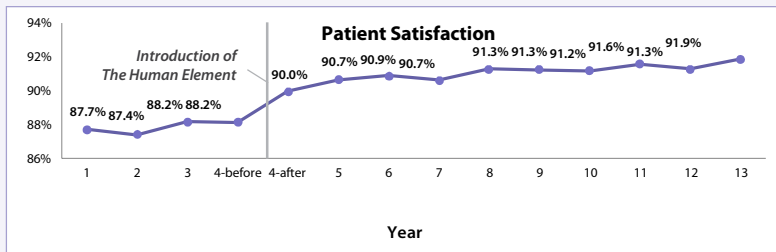
Improve high potential retention through leadership

65% Of graduates promoted or given more responsibility <2 years

4.6 million Revenue increase over 2 years

Several million \$ Potential lawsuits dismissed

Improve patient satisfaction



Whitley Products

Turnaround performance of automotive parts plant

25% Sales increase in <2 years

25% Decrease in work required

Medical Eye Center

Improve overall performance of full service eyecare center

Over 19 years:

Doubled size Became largest eye clinic in region

>15 years Longevity of upper level

Low Lawsuit rate

High Employee retention rate

17% "Boomerang" employees—who left and later returned
Company culture was major factor

James River Corporation

Improve overall performance of paper and packaging manufacturing plant

In <18 months the site went from last to first in every measure:

17% Sales increase

25% Productivity increase

92% Safety improvement

12% Cost decrease

25% Quality improvement

11% Profit increase – most in division

GDM

Create sustainable growth of information technology company

643% Revenue growth in 12-years

6x Growth in number of employees (16–98)

6 Total number of people who left in 22 years

Claims Adjudication Software Company

Position company for purchase

12 months Company positioned for market

2 Offers for purchase within 16 months

Fujitsu

Optimize time-to-market of new IBM-compatible mainframe computer

80% Faster than competition

IBM appointed **320-person task force** to "catch up."