

**CSQ3<sup>®</sup>**

**CSQ3<sup>®</sup> Consulting Group**

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**CSQ3<sup>®</sup>**

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### Introduction

Utilizing a unique set of consulting methodologies and systems, the CSQ3<sup>®</sup> Solution can dramatically improve the economic performance and culture of your organization. Create a competitive advantage, implement the Solution.

### Problem Statement

Organizations and groups within organizations build walls. Personnel become entrenched into protecting turf and making sure that management in charge hears what they want to hear. Productivity decreases, moral declines (except for the game players), and potential productivity from the heart of the organization remains untapped.

### Previous Options

Benchmarking, Baldrige, and Six Sigma were supposed to be saviors of the untapped organizational productivity; but, they all fall short. Benchmarking may find the problem; but, it does not implement the solution. Baldrige has excellent procedures to insure that your organization is the best. However, there are too many Baldrige winners that have bitten the dust. Six Sigma has a role; however, it is too complex for the average employee to understand or want to understand.

### The CSQ3<sup>®</sup> Solution

So what do we do? The CSQ3<sup>®</sup> Solution taps the untapped productivity in the organization. The Solution energizes personnel because it breaks down department walls, empowers employees, and recognizes actual performance. The CSQ3<sup>®</sup> Solution is composed of three Powers: Fundamentals, Optimum, and Metrics.

### *Fundamentals*

CSQ3<sup>®</sup> Fundamentals is applicable to all personnel in an organization. CSQ3<sup>®</sup> Fundamentals is a proven best-in-class work flow methodology that is applicable to any work effort. Building a fence and buying a car are work efforts. Building a new manufacturing plant, getting a major contract signed, and developing a strategic plan for the entire organization are also work efforts. The scope and dollar amounts vary; but, the same CSQ3<sup>®</sup> Fundamental work flow methodology is applicable to each.

The end performance result of a CSQ3<sup>®</sup> work effort is the achievement of Best-In-Class, Cost, Schedule, and Quality excellence. In other words, the work effort achieves positive Cost, Schedule, and Quality results; all three at the same time (do not sacrifice one for another). Costs are lower than similar work efforts, the schedule is faster, and it actually works. Competitively focused organizations are achieving best-in-class performance.

### *Optimum*

CSQ3<sup>®</sup> Optimum is a three level organizational work flow system (strategic, major commercial, and project). The system formalizes the work effort methodology of CSQ3<sup>®</sup> Fundamentals. Upper management is generally focused on work efforts that have a significant financial impact on the organization. The work efforts can include new facilities, major commercial deals, or overall strategic opportunities. The work efforts may also include risk mitigation activities associated with

safety, law suits, or political changes. In most cases the work efforts require multi-department input. Unfortunately, in most organizations, multi-department work efforts are throw over the wall from one department to the next.

CSQ3<sup>®</sup> Optimum eliminates department walls, since work effort teams are composed of personnel from multiple departments. The work effort teams are empowered to perform and manage their work. Management reviews the work of the team at discrete management review points. At management review points, management has only two options: 1) let the work effort “Continue” or 2) “Kill” the work effort.

Hence, work effort teams are fired up to perform the work. Work effort team members learn the value of personnel from other departments; and, since management review points do not allow recycling, the never ending work efforts have just ended.

The CSQ3<sup>®</sup> Optimum work flow system is industry independent. The system is divided into three levels: project, major commercial, and strategic. For example, every profit, non-profit, or government organization has project, major commercial and strategic work efforts. Strategy drives the development of major commercial deals, which drives the development of projects.

CSQ3<sup>®</sup> Optimum is also time independent. Optimum is applicable to start-up, growth, and mature organizations. For example, consider a start-up shoe retailer where the first store lease is a major commercial deal. Now, consider that same retailer that has grown and has hundreds of stores. One new store lease is not a major commercial deal; however, a major supply agreement with a global shoe manufacturer would be. Hence, the work efforts entered into Optimum

change as the organization changes; but, the structure of the CSQ3<sup>®</sup> Optimum system remains the same.

Most importantly, CSQ3<sup>®</sup> Optimum changes the culture of an organization. Besides the empowerment of employees, department management is now placed in making the “Continue” or “Kill” decision on multi-department work efforts. What better way to train a future executive or obtain work effort results that are organizational centric as opposed to department centric?

### *Metrics*

CSQ3<sup>®</sup> Metrics is an overall organizational performance measurement system. The system awards points for the delivery of actual value and the creation of a self-correcting organization. Appraisals of the work efforts contained in Optimum are integral in establishing Metrics scores. In particular, estimated to actual delivered work effort value is a critical metric. Moreover, determination of good, bad or non-existent department decisions are also critical in establishing performance. Feedback to work effort teams and departments provides the basis for correcting future work activity.

The maximum CSQ3<sup>®</sup> Metrics score is 10,000 points. A score of 9,000 points or more is considered “Organizational Excellence”.

Prove to your stockholders, contributors, voters, and employees

that your organization is achieving competitive advantages.

### **Summary**

The CSQ3<sup>®</sup> Solution taps the untapped productivity in the heart of the organization. Potential economic gains and cultural improvements are significant. ***“You can actually feel the cultural change in the organization”.***

The Solution is composed of the following Powers:

- CSQ3<sup>®</sup> Fundamentals, a proven best-in-class work effort methodology.
- CSQ3<sup>®</sup> Optimum, a new overall organizational work flow system that is industry and time independent.
- CSQ3<sup>®</sup> Metrics, a new overall organizational performance measurement system.

Implement “The CSQ3<sup>®</sup> Solution” in your organization. Achieve economic and cultural performance gains.

***Achieve “Organizational Excellence”!!!***

*The CSQ3<sup>®</sup> Consulting Group and affiliated organizations are dedicated to the successful implementation of CSQ3<sup>®</sup>.*