



Consulting

Process | Service | Information

- **Process Excellence**
 - **Service Excellence**
 - **Information Excellence**
- Lead to*
Competitive Excellence

e3 Consulting is a NY based company focused on the needs of small businesses.

Our consultants have over 20 years of experience in data analysis, decision support, and six sigma project management and training.

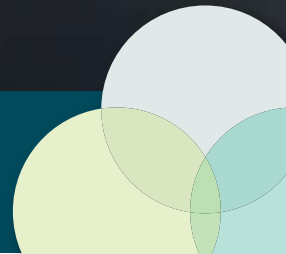
Our mission is to partner with your small business on a journey toward competitive excellence. A journey that will enable your business to reach its maximum potential.



Helping your business reach its maximum potential



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The e³ Model - Competitive Excellence

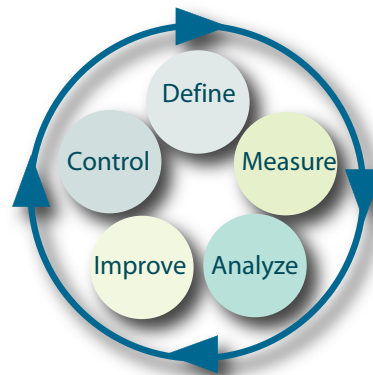


Competitive Excellence is driven by fundamental, customer-centric changes in the way companies manage projects, develop talent, and use information. Implementation of the e³ excellence initiatives - Process, Information, Service - will allow your small business to reach its maximum potential.

Learn the Six Sigma Methodology

e³ will teach you how to apply the Six Sigma methodology to:

- ▶ Measure process efficiency
- ▶ Identify root causes of problems
- ▶ Do more with less
- ▶ Implement sustainable improvements
- ▶ Redesign a process



Using Data to Improve

Use data to improve your ability to meet the needs of your customers and the performance of your people and processes. e³ focuses on SIMPLE data solutions that will allow you to to:

- ▶ Better access and manage your data
- ▶ Focus on analytics over reporting
- ▶ Make decisions quickly
- ▶ Know more about your customers
- ▶ Forecast customer trends

Improve Employee Satisfaction and Productivity

e³ service excellence training helps create a culture that will:

- ▶ Improve employee attitudes
- ▶ Develop training systems that enhance productivity and retention
- ▶ Develop communication systems that break down the barriers between employees and management



Testimonials

“ e³ has developed a Six Sigma training program that fits within my budget and has delivered immediate results ”
e³ Client

“ I always collected data, but never in a way that allowed me to make decisions before the horse was out of the barn. e³ showed me how to use data to not simply report on what has happened, but to help me forecast what is going to happen ”
e³ Client

“ I was having problems with employee morale and turnover. e³ worked with us to develop a reward and recognition program that has improved the way employees deal with our customers. ”
e³ Client

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