



# 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

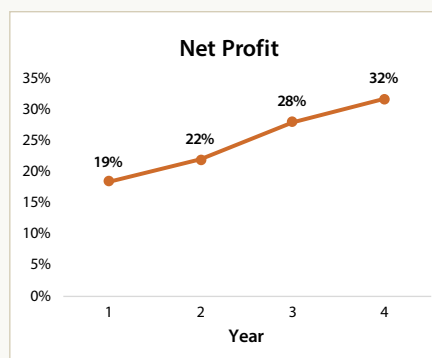
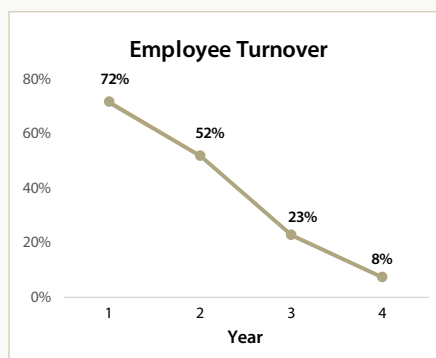
**22%** Engineering performance increase

**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

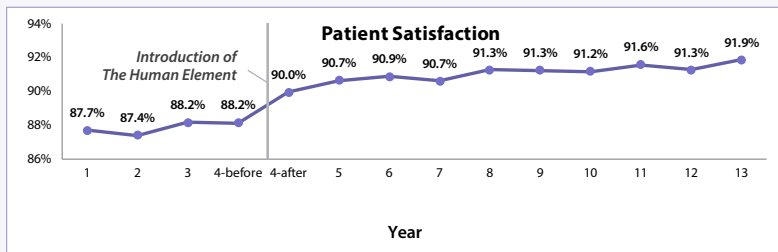
*Improve high potential retention through leadership development program*

**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."