

# Capabilities Statement

**Failed Projects? • Embroiled in Conflict? • Frequent Misunderstandings?**

## Training and Consulting Solutions for Government and Industry

**Since 1988**, we've helped government and business improve the quality of their products and services by helping people work better together. It's a simple concept, isn't it? Today's world now requires doing much more with less, and doing it better, faster, and cheaper. We stop the "tail from wagging the dog" and the "ready, fire, aim" approaches from being the order of the day. Technology alone is not the answer.

### NAICS Codes:

- 611710: Educational Consultants
- 611430: Professional & Mgt Development Training
- 541611: Adm Mgt. and Gen Mgt Consulting Svcs
- 541720: Behavioral Sci. R & D

### Some Federal Government & Client Projects:

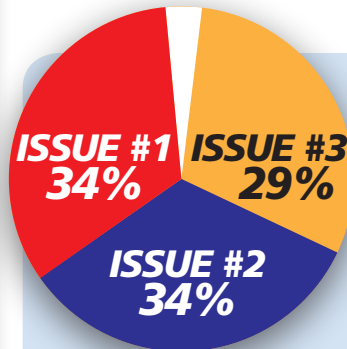
- Aberdeen Proving Ground
- Bureau of the Census
- Central Intelligence Agency
- Department of Homeland Security (DHS)
- Environmental Protection Agency (EPA)
- Transportation Security Administration (TSA)
- US Department of Treasury
- Western Management Development Center
- FedEx
- Hong Kong Productivity Council
- Motorola
- Singapore Airlines

### Consulting & Training Services

Poor project planning? Wasted time? Unclear communication? Wasted effort? Conflict challenges? Non-performing contractors?

Our consulting and educational programs, both live and online via 40+ downloadable WEBinars (qualityconn.com), are in direct support of the **3 predominant issues for project success** (or failure, in their absence): listed by the **Project Management Institute**.

*Source: PMI survey published in PM Network July 2005*



#### ISSUE #1: Unclear Communications

- Manage Projects Well
- Accurately assess & monitor contractor capabilities
- Strategic partnering with customers & contractors
- Cut waste & rework (by looking at the work & its progression through the workbench)
- Certified Software Quality Analyst (CSQA)
- Certified Software Test Engineer (CSTE)

#### ISSUE #2: Undefined Objectives / Problems

- Reduce requirements ambiguity using linguistic & observational tools
- Resolve conflicting needs & wants
- Distinguish needs from wants
- Decode your customers' language (identify true needs)
- Plan for & assess capability for multiple scenarios & strategies
- Think critically
- Establish quality IT measures, standards, & processes
- 6 Sigma
- Agile Processes

#### ISSUE #3: Poor Cooperation

- Establish the ground-work for contractor relationships that ensures their performance
- Resolve conflict
- Facilitate agreement of tasks, expectations, & measures
- Win bargaining, debates, discussions, disputes, & negotiations
- Influencing & persuading people's choices
- Convince hard to convince people



## Our Experience:

- 400+ major engagements for highly satisfied customers
- 30+ government agencies
- 60+ Private Industry clients
- 12 countries
- 4 continents
- 67% of our clients are repeat customers

## Customers Speak:

PMI multi-week course graduate: "I know you said this course was principally non-technical. However, technically, I learned more about how to schedule using networks in 4 hours than I ever did with PMI in several weeks."

"What you share is actually what we need to do, and we are not doing it."

"This is the finest seminar and learning experience I have had at anytime, ever."

"My grandfather taught code-breaking at NYU during the war, to help the war effort. (He was head of the NY Cipher Society.) It's just like your 'metamodel' techniques that remove the fog from instructions & people's needs. Being clear about their needs is the first step."

"I am usually happy if I can bring back just one thing. Now, there are at least 30 great things I want to implement."

"These words really do 'change minds!' I was able to make a compelling proposal using your steps to convince a skeptic. It opened doors for our team."

## Stephen A. Bender, PMP, CSQA, CSTE, President

- 30+ years experience
- One of only 200 worldwide certified as a Language & Behavior Consultant
- Certified NLP Trainer and Consultant
- Listed in The Yearbook of Authorities, Experts, and Spokespersons, life member of the International Registry of Who's Who
- Selected to join the Citizen's Ambassador Program chaired by President Reagan
- Consulted FedEx to correct certain IT quality deficiencies leading FedEx to win The Baldrige Quality Award
- Saved another customer \$11.8 Million dollars in a 30 minute consultation
- Top-to-bottom overhauls in Fortune 500s of quality processes, project activities, interpersonal communication methods, requirements gathering techniques, and strategic planning methods
- Average productivity gain people have found using his project productivity techniques is a factor of two, with triple and quadruple effectiveness common
- Contributed material for books on testing, standards, human resources, and written for **The Journal of Quality and Participation, Denver Business Journal, Government Computer News, Industry Week, The Capital District Business Review, and others**
- Author of **How to Achieve a Total Quality Life**, a nationally advertised audio tape series on the relationship between quality of personal and professional life as seen on **CNN, Lifetime, and Channel America**
- Author of the book **Managing Projects Well**, on "What they don't teach you in project management school"



## Theresa Morris, M.Ed. Instructional & Learning Technologies

- 12+ years of experience in all aspects of ILT (instructional & learning methodologies): Design, Production, Development, Deployment, Formative & Summative Evaluation
- 9+ years Course Development Project Manager for Regis University
- Certified Language & Behavior Consultant
- Certified NLP Trainer and Consultant
- Board of Advisors for Edista Learning
- Secured ACE certification for a series of OPM courses
- Customize, train, & ensure quality of
- 12+ courses, 40+ WEBinars
- Managed 32+ world-wide software certification exams
- Worldwide PR for Professional Licensure Certification Program



## References

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