

Quadrant One Group Overview

About Quadrant One Group...

QOG founded in 2006 by Mike Cassity and Susan Jeffries

- Former CEO of Birch Telecom, President NuVox Communications, BLS officer
- Founder of Jeffries & Associates, Six Sigma process leader at BellSouth

Six Associates with vast experience in Six Sigma, Lean, SPC, Customer and Employee Satisfaction

Based in Nashville, Tennessee

Service Industry Experience

Healthcare Providers

Telecommunications Service Providers

Retail Sales

Call Centers (bilingual)

Insurance Industry

Advertising

Financial Services

Manufacturing Experience

Flooring Industry

Food Services

Textile Industry

Automotive Industry

Office Products

Chemical Manufacturing

Plastics

Metals

Service Team Experience

	<u>Sales/ Revenue Generation</u>	<u>Cost reduction</u>	<u>Customer service</u>	<u>Employee satisfaction</u>
<u>Healthcare</u>	<ul style="list-style-type: none"> • Jackson General Hospital • Gibson General 	<ul style="list-style-type: none"> • Jackson General Hospital • Gibson General Hospital • Merck 		
<u>Telecom /Utilities</u>	<ul style="list-style-type: none"> • BellSouth • GTE • Bell Atlantic • Pacific Bell • SBC 	<ul style="list-style-type: none"> • BellSouth • SBC • Ameritech • Knoxville Utilities Board 	<ul style="list-style-type: none"> • NuVox • BellSouth • Knoxville Utilities Board 	<ul style="list-style-type: none"> • BellSouth • CSS Alarms
<u>Retail</u>	<ul style="list-style-type: none"> • Shop at Home 	<ul style="list-style-type: none"> • Shop at Home 		<ul style="list-style-type: none"> • Shop at Home
<u>Advertising</u>	<ul style="list-style-type: none"> • Yellow Pages • TV Guide 			
<u>Financial Services</u>	<ul style="list-style-type: none"> • 1st Trust Bank • All State Financial • Business Loan Express 	<ul style="list-style-type: none"> • GE Financial • Compass Bank • Wachovia Bank • Conseco 	<ul style="list-style-type: none"> • Southeast Financial Federal Credit Union 	<ul style="list-style-type: none"> • Southeast Financial Federal Credit Union
<u>Insurance/ Education Consulting</u>	<ul style="list-style-type: none"> • Progressive Ins. • KPMG 	<ul style="list-style-type: none"> • A C Nielsen • NCR • Univ of Alabama 		

Manufacturing Team Experience

	<u>Sales/ Revenue Generation</u>	<u>Cost reduction</u>	<u>Customer service</u>	<u>Employee satisfaction</u>
<u>General Manufacturing</u>	<ul style="list-style-type: none"> • Penford Products 	<ul style="list-style-type: none"> • Sylvest Farms • Bush Brothers • Penford Products • Avery Dennison 	<ul style="list-style-type: none"> • Color Spot • Plasti-Line 	<ul style="list-style-type: none"> • Tara Manufacturing
<u>Textiles</u>		<ul style="list-style-type: none"> • Beaulieu • Malden Mills • Reeves International • Dupont • Shaw 		
<u>Automotive</u>		<ul style="list-style-type: none"> • TRW • Morton Automotive 		
<u>Chemical</u>	<ul style="list-style-type: none"> • Dupont • Monsanto 	<ul style="list-style-type: none"> • Dupont • Callaway • Witco Corporation 		
<u>Plastics/Metals</u>	<ul style="list-style-type: none"> • Engelhard 	<ul style="list-style-type: none"> • Corning • Royal Precision 		

Services Offered

Business Transformation

Quick Hitting Improvement Teams

Project Team Leadership, Planning,
Consulting, Coaching, and Implementation

Training

Auditing

Customer and Employee Surveys

Why Us?

Experience

- Over 300 projects completed in the service industry; over 100 projects in manufacturing

Our Process

- Structured, disciplined, data-driven

Our Team

- Led by former business leaders and advisors who bring CEO perspective to each engagement

Our Commitment

- To work with you to create dramatic measurable improvements to your business

Typical Project Results-Service

Sales Call Center	3 month project	50% revenue increase	\$3.75 M impact
Billing Cycle time/Error Reduction	3 month project	51% cycle time reduction	\$500 K impact
Service dispatch reduction	3 month project	44% decrease	\$1.1 M impact
Television Sales Call Center	3 month project	18% revenue increase	\$7 M impact
Hospital ER billing errors	4 month project	97% decrease in errors	\$605 K impact
Hispanic Call Center/IVR utilization	4 month project	660% increase in throughput	proprietary

Testimonials

BellSouth, Elton King, President-Network and Carrier Services

"With the Six Sigma for service approach there is almost no end to the things you can test and in a short time frame get answers that produce results."

Shop at Home, Arthur Tek, Chief Financial Officer

"Bringing in the Six Sigma team was one of the best decisions I made at Shop at Home. We increased our revenues by 18% and the best thing about it was how quickly this approach can be implemented. There is literally no end to the number of key business drivers that you can test. These results were real dollars that went straight to the bottom line."

Cingular Wireless, Ralph de la Vega, COO

"What I like about the Six Sigma approach is that it is a quantitative approach that tells you what to change, how much to change it and what impact the changes will produce. This approach replaces gut instincts with a fact-based rigorous approach that gets results every time."

West Tennessee Healthcare, Jan Boud, Vice President of Communications and Human Resources

"I have known the people at Quadrant One Group professionally for years. They brought to the table the expertise and knowledge that we required to look at our business differently through training of our employees in Lean/Six Sigma. They are outstanding communicators who taught our staff in skills they continue to use long after projects were completed. They were able to instill confidence and pride in our employees for the work they did through their high-energy, motivational presentations. They have both the professional and personal acumen to contribute significantly to your organization and I would not hesitate to enlist their service in the future."

Avera McKennan Hospital and University Health Center, South Dakota, Leo Serrano, Director of Laboratory Services and Lean Initiatives

"Susan Jeffries is an outstanding instructor for Lean/6 Sigma training. She brings real life examples to the class and makes the material relate to real life situations that the students will encounter. She was able to bring things down to a level that all students could understand and was always available to provide extra help and time when needed."