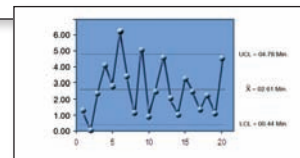
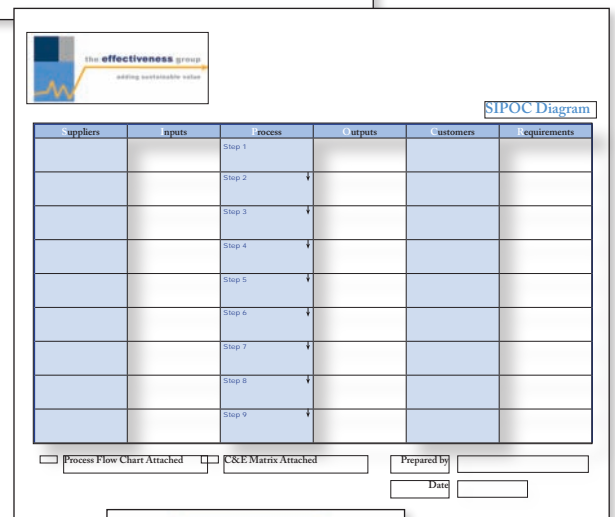
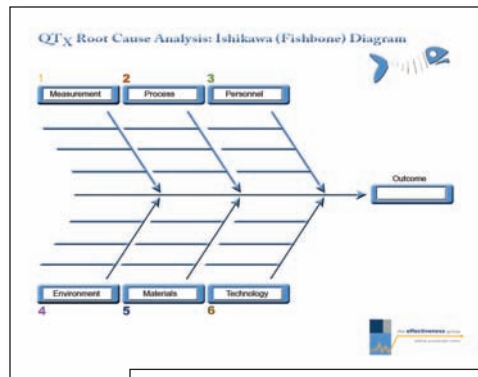


The eg process and quality improvement program

eg does not limit its activities by strict adherence to any single QA methodology, such as TQM, Six Sigma, or Lean, but it makes use of the best components of each of these methodologies, combined with techniques that eg has itself developed over the years, to study clients' processes to reduce defects, improve throughput, reduce cycle time, optimize value streams, and eliminate waste, all from a Voice-of-the-Customer perspective. eg does not just advise about processes. It plans and then implements. And it does knowledge transfer to ensure that clients will get sustained and continuous improvement. eg leaves behind not only improved processes but staff who understand process quality and controls.

“In today’s business environment, thinking smart is key, but you cannot simultaneously carry out a process and reflect upon it. Often, our clients say to us, when we suggest a valuable process improvement that seems obvious in retrospect, ‘How come we never thought of that?’ In short, the answer is that attention was directed elsewhere.”

—Dennis J. Williams,
EVP and CIO,
the effectiveness
group



Dennis J. Williams,
effectiveness group
EVP and CIO