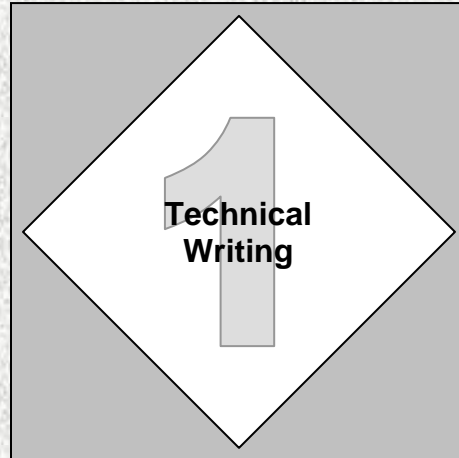


FLETCHER & ASSOCIATES

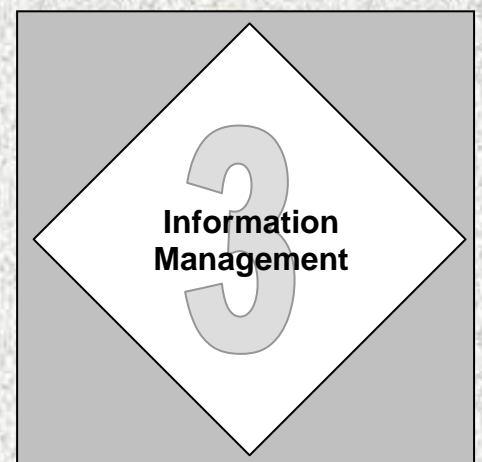
Providing strategic and tactical services that help our clients have a competitive advantage over their competition

We are a professional services firm focusing on **seven core competencies**. Our team has over 200 years of combined experience and we have been helping clients successfully implement projects since 1995 across a variety of industries.

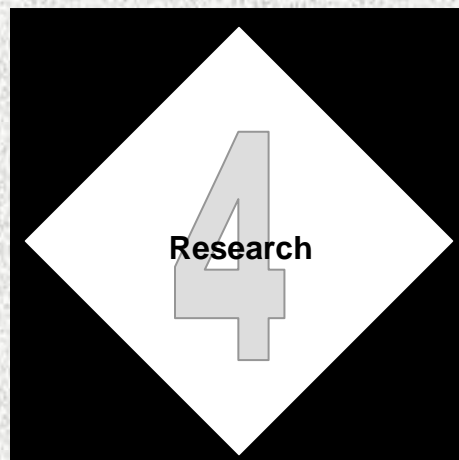
Fletcher & Associates
has been the driving force in
the successful completion of
over 500 client projects.



Fletcher & Associates
has delivered training to
tens of thousands of
students worldwide.



Fletcher & Associates
has experience with clients
of various sizes, both public
and private, both national
and international.



Fletcher & Associates
is focused on 100%
customer satisfaction and
believes our team is our
most valuable resource
toward this effort.

7 Core Competencies

1 Technical Writing

- Presentations
- One Point Lessons
- Policies / Procedures / Instructions
- Newsletters
- Course Development Using Your Author-ware
- Marketing Materials
- Web Page Layouts

Training

- Training Needs Assessments
- Training Development/Delivery
 - Live - Custom
 - Online Live
 - Online Anytime (Breezos)
 - CDs (Breezos)
 - Printed Materials
- Teamwork Facilitation and Development
- Setup and Manage Corporate Universities
- Cost Reduction Strategies and Tactics
- Worldwide Business Cultural Training

3 Information Management

- Setup Spreadsheets / Databases
- Manage Project-based and On-going Data Entry Projects

Research

- Training Grants
- Industry Information
- Internet Searches and Summaries
- Market Data

5 Process Optimization

- Business Operating Systems, Strategic Planning, and Balanced Scorecards
- Process Capability Studies
- Process Optimization Projects (using Designed Experiments, SPC, Regression Analysis and other statistical tools)
- Measurement Systems Analysis
- Kaizen Implementation
- Custom Designed Flow Charts

Consulting & Program Management

- Program Start-ups / Launches
- Virtual University – Turnkey
- Lean Efforts
 - Manufacturing
 - Transactional
- Six Sigma Programs
- Conference Planning & Facilitation
- Leadership Development
- Program Management
- Quality Management Systems
- Operational Excellence
- Environmental Management Systems
- Cultural Interventions

7 Business Assessments

- Documentation & Gap Assessments
- Internal Assessments (QMS / EMS)
- Launch
- Lean Efforts
- Environmental
- Quality
- Cultural
- Leadership

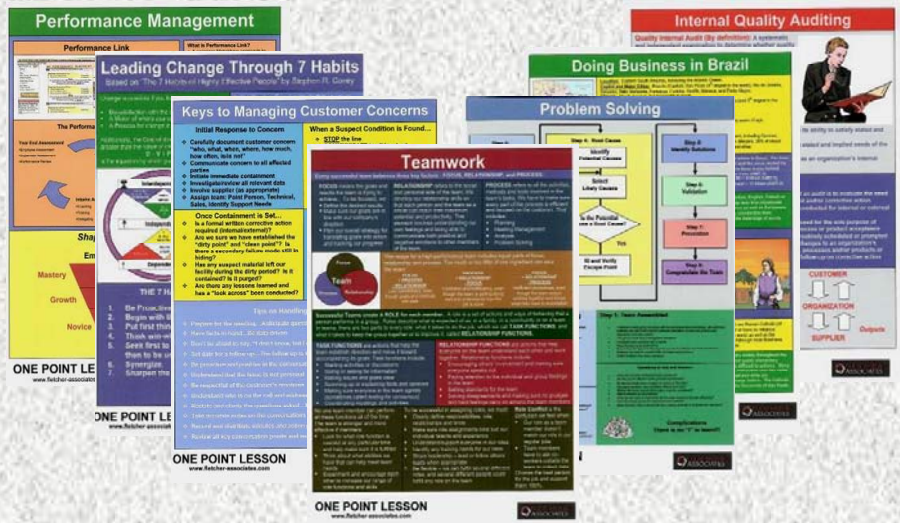
Partial List of Training Topics

- 5S / Visual Factory Management
- 8D Problem Solving
- Accident Investigating / Reporting
- Advanced Leadership
- Advanced Product Quality Planning (APQP)
- Balanced Scorecards
- Basic Tools
- Belgium Business Culture
- Brazil Business Culture
- Canada Business Culture
- Czech Republic Business Culture
- China Business Culture
- Conflict Management
- Control Plans
- Core Tools
- Cost of Quality
- Creating a Safety Culture
- Customer Materials
- Customer Products
- Design of Experiments
- Early Equipment Management
- EMS Implementation
- External Customer Concerns
- Finance for Non-Financial Managers
- Flow Management
- Failure Mode And Effects Analysis (FMEA)
- France Business Culture
- Germany Business Culture
- Human Resource Topics
- Internal Quality Auditing
- Kaizen Implementation - Manufacturing
- Kaizen Implementation - Transactional
- India Business Culture
- Japan Business Culture
- Internal Customer Concerns
- ISO 9001 Auditor / Overview
- ISO 14001 Auditor / Overview
- ISO / TS 16949 Auditor / Overview
- ISO 17025 Auditor / Overview
- Italy Business Culture
- Japan Business Culture
- Layered Process Audits
- Leadership
- Lean Manufacturing
- Managing Priorities
- Mexico Business Culture
- Mistake Proofing
- Measurement Systems Analysis (MSA)
- Negotiations
- The Netherlands Business Culture
- Production Part Approval Process (PPAP)
- Problem Solving
- Reliability & Maintainability
- Shop Floor Management
- Six Sigma Overview
- Six Sigma Green Belt - Manufacturing
- Six Sigma Green Belt - Transactional
- South Korea Business Culture
- Sarbanes-Oxley (SOX)
- Spain Business Culture
- Statistical Process Control (SPC)
- Strategic Planning
- Stress Management
- Supervisor Skills
- Teamwork
- Thailand Business Culture
- Total Productive Maintenance
- United Kingdom Business Culture
- United States Business Culture
- Value Stream Mapping

One Point Lessons

Custom 2-4 page summaries of various subjects including:

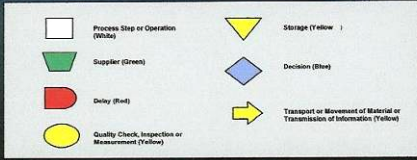
- Human Resource Topics
- Leadership
- Management Systems
- Statistical Tools
- Internal Quality Auditing
- Lean Implementation
- Business Cultures Around the World



Basic Tools

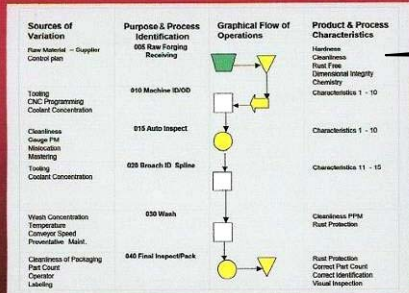
Flow Chart

Use:
A pictorial representation of the steps of a process, it is used to identify the actual and ideal path that a process follows and to identify deviations. Further, it shows how steps are related to each other, it can uncover potential sources of trouble, and it provides a common language. Easily recognizable symbols represent the type of processing performed



Process:

- Gather a group of people who represent the various parts of the process
- Decide where the process begins and ends
- Brainstorm the main activities and decision points in the process
- Arrange these activities and decision points in their proper order, using arrows to show direction of flow
- As needed, break down the activities to show their complexity
- Review the flow chart to assure that it represents the intended process



Check Sheet

Use:
An easy to understand form that is used to answer the question of how often certain events are happening. It starts the process of translating "opinions" to "facts". It is used to gather data based on sample observations where you can begin to detect patterns. It helps to categorize as well as collect data.

| Defect | Week 2/24 | Week 3/2 | Week 3/9 | Total |
|-----------------|-----------|-----------|-----------|-------|
| Missing Label | IIII I | IIII II | IIII III | 21 |
| Wrong Packing | II | III | II | 9 |
| Wrong Dimension | IIII III | IIII III | IIII III | 34 |
| Missing Parts | I | | | 5 |
| Total | 25 | 23 | 29 | |

Process:

- Agree as to exactly what event is being observed, then determine the appropriate categories
- Decide on the time period during which data will be collected
- Design a form that is clear and easy to use
- Use tick marks to record the occurrences
- Collect the data consistently and honestly
- Make sure that observations/samples are as random as possible
- Make sampling process is efficient so people have time to do it
- Population being sampled must be homogeneous. If not, it must be first stratified (grouped) with each grouping sampled individually

Other Types of Check Sheets:

Variable

| Height in Inches | |
|------------------|----------------|
| 75 | II |
| 72 | IIII |
| 71 | IIII III |
| 72 | IIII |
| 70 | IIII III III I |
| 69 | IIII III |
| 68 | IIII |
| 67 | II |

Stem and Leaf

| Weight in | |
|-----------|------------------|
| 13 | 75021 |
| 14 | 312445327 |
| 15 | 102938475855 |
| 16 | 2354676882109325 |
| 17 | 3749155203871 |
| 18 | 94237108 |
| 19 | 23501 |

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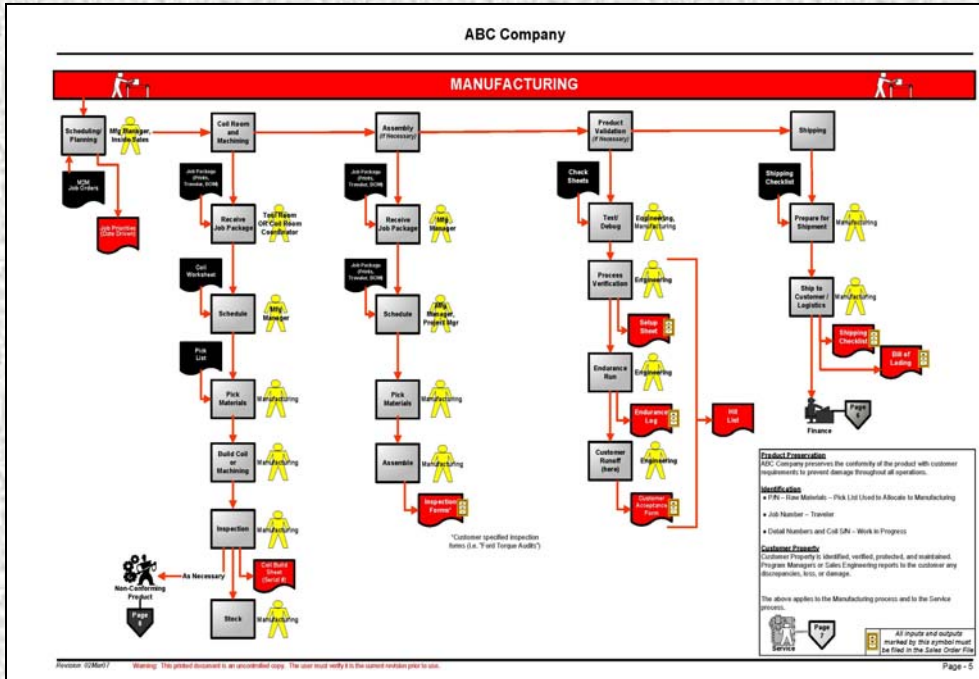
Targeted specific business challenges, such as compliance requirements and skill deficiencies

Your company name, logo, and color scheme along with your company Website on every page

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Your Company Name
Your Company Logo **(Your Company Name) UniversitySM**

| | | |
|---|--|--|
| <p>Current Location Home Co. Name U Documents Course Materials One Point Lessons Best Practices Templates Lists Classes Course List Course Calendar</p> | <p>(Your Company Name) University</p> <p>The (Your company name) University web site exists to assist employees in understanding (your company name) expectations, including best practices, standard operation procedures, work instructions, policies, and to help employees access training to enrich or advance themselves.</p> <p>Register for Class</p> <hr/> <p>Register for Language Learning</p> | <p>Quick Links</p> <p>Course Calendar Learning Courses University Library Language Learning Course Feedback Course Suggestions</p> <p>(Company name) Quality Policy (Company name) Code of Ethics (Company name) Best Practices/SCP</p> <p>Contacts</p> <p>Contacts and Titles IT Service Desk</p> |
|---|--|--|

(Your company name) University Announcements

Up-coming Courses:

- Basic Tools e-course 10/01/06 8am – 11am
Learn to use basic managerial tools to evaluate operational methods.
- Staff Evaluation e-course 10/07/06 8am – 11am

Guest Lecturer:

- Jonathon Frank – The Art of Sparking Interest 10/14/06 8am – 5pm

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