



Grow
Save Time
Save Work
Save Money

Insights & Solutions provides Education, Guidance and Facilitation services to all sizes of organizations.



We will help your organization become a High Performance Enterprise through experienced investigative processes, education, coaching, advice and hands-on workshops. Your organization will learn new ways to work together, to embrace systems thinking, to problem solve and to implement effective solutions. The results will be significant increases in your organization's ability to grow, product quality, employee engagement and customer satisfaction and significant decreases in time and costs.

Contact us today at:

(928) 951-0018

or

charles.shillingburg@insightssolutions.com

Charles Shillingburg, President of Insights & Solutions, has more than 30 years of experience in helping organizations grow efficiently and effectively. He is a Certified Lean Sensei, Certified Lean Six Sigma Black Belt and an MBA from the Thunderbird School of Global Management.

He is an expert in strategies, tactics and investigative processes that lead to high Customer Satisfaction, Loyalty and Advocacy. He thinks holistically and ties day-to-day implementation tactics to measurable outcomes that improve overall organizational performance. With extensive experience in a wide range of industries from automotive to healthcare to consumer package goods and retail, he brings his extensive, benchmarking knowledge of different industry practices to bear on every situation.

He has held senior executive positions at major corporations like Fruit of the Loom, Noxell Corporation (Cover Girl Makeup) and J.D. Power & Associates. He has also been an entrepreneur as President of Insights & Solutions, Inc. and served as an Adjunct Professor of Business Management.

"Charles brought a more rational view to measuring customer satisfaction and loyalty by relating causative factors to results, rather than just creating a report card alone. With his insights we could create actions and responses that would otherwise have only been guesswork." February 15, 2009

Top qualities: Great Results, Expert, High Integrity

Senior VP Service- Automotive Industry

Insights & Solutions

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Grow in
Challenging
Times

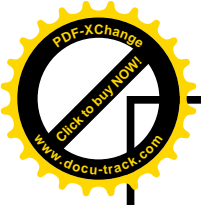
Become a
High
Performance
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What is a High Performance Enterprise?



A cross-functional team works to effectively grow their organization.

High Performance Enterprises continually meet challenges head on, by understanding them, developing effective solutions and implementing needed changes as times and events demand. They are confident, fearless and adaptable organizations that nothing can stop!

Characteristics include:

- Being Leaders *not* Followers.
- Employing methods that increase Customer Satisfaction, Loyalty, Advocacy, quality, capability and capacity, while decreasing time and costs.
- Having a Holistic culture that minimizes Silo thinking.
 - Everyone works for the benefit of all; their customers, their co-workers and their organizations.
- Delivering *differentiating* Customer Benefits in the most efficient, effective (productive) and profitable manner.
- Employing scientifically based systems.
- Aligning the organization and tactics with an overall Strategy that is *Customer (Benefit) Focused*.
- A focus on Continuous Improvement

Growth is Key

Whether your organization is large or small, the ability to grow efficiently and effectively is critical to survival.

Have you asked yourself,

- “How can we get more customers and keep them?”
- “How can we overcome Silo thinking and get everyone engaged in working together to grow the organization?”
- “How can we become more profitable and effective?”
- “How can we increase quality and better satisfy customers without raising costs?”
- “How do other organizations do it?”

We will not only answer these questions, but help you transform your organization into a High Performance Enterprise that is more efficient, effective and profitable. From top to bottom, your organization will learn how to think, manage, organize and work more efficiently and effectively.

Overcome Fear– Take Control

In these uncertain, changing times, *fear* can engulf everyone, leading to unproductive thinking and actions. People need to feel they have some control over events and their destinies to overcome this fear. Actively engaging in the outcomes of their organizations, by helping create growth, better satisfying customers and securing the profitability of their organizations are ways to do this.



Affordable Results

We offer customized research, organization, education, coaching and advice that is results based. Our services are specific to your organization, its situation and clients and is geared to helping you succeed both now and in the long term.

We're Results Based and You're in Control!

Engage Everyone in Outcomes

Our BPR Workshops are designed to engage your staff in how they can contribute to meeting strategic, organizational objectives efficiently, effectively and profitably; methods that tie individual activities to cross-functional, customer centric outcomes.

Individuals and departments will learn how, by working together to common purposes, the organization can better satisfy customers and employees and increase quality, capability and capacity while lowering costs.



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