

“Happy Customers, Happy Pocket Book”



What is ?

It is a special methodology that is designed for offices/ stores/ organizations like government, banks, insurance, fast foods or restaurants, groceries, call centers, sales & marketing, transportation (land, air & water) to help maximize interface between the organization and their internal and external customers.



hjh@svinet.com



408-358-2476

8

PHASES OF SUPER SERVICE[©]

**PHASE VIII
SPICE**

**PHASE I
Twenty Six (26)
Online Courses**

**PHASE II
Training Programs
Open to the
General Public**

**PHASE VII
Design for
Excellence
(Designing for X)**

**PHASE III
TIME**

**SUPER
SERVICE[©]**

**PHASE IV
Area Activity
Analysis
Methodology**

**PHASE VI
Benchmarking,
Reverse
Engineering &
Knowledge Assets**

**PHASE V
Service Process Redesign
And/or Reengineering**

8

PHASES OF



Phase I - Twenty Six (26) online courses

In keeping with the safety requirements and best practices related to the virus that has engulfed the world, we have terminated all of our classroom group training. The courses are a combination of instructor-led online seminars and training that is contained in the software package with professional certified consultants available for clarification and providing detailed information based upon real experience.



“Bringing business back to life”



... by inspiring our Team, by being honest and something to which our customers can connect and by “Know Everything, Do Anything.”

26 ONLINE COURSES



CODE	COURSE TITLE	CODE	COURSE TITLE
101	Healthcare with Feelings	851	Creating Creative Individuals
102	Moving Up and Setting Goals	852	Good Enough is not Good Enough
103	Empowerment: A Way of Life	853	Getting Up Management Commitment
104	Loyal for Life	854	Organizational Assessments
105	Exceptional Service	855	Continuous Improvement Planning
106	Remember Me	856	Total Management Participation
107	Handling Irate Customers	857	Making Teams Hum-Team Participation
515	Feelings Retail	858	Individual Involvement, Empowerment Command
516	Feelings for Professionals	859	Manufacturing Improvement Strategies
517	Coaching for Success	860	Business Process Excellence
518	Speed	861	Supplier Partnerships
862	Change Management	863	Innovative Healthcare Systems
864	Six Sigma Yellow Belt Certification	808	Rewards and Recognition – Putting It Altogether



“Bringing business back to life”



... by inspiring our Team, by being honest and something to which our customers can connect and by “Know Everything, Do Anything.”

ELEVEN (11) ONLINE COURSES



Sign up now, Call Victoria # 408-219-5635 or email: hjh@svinet.com and get a discount.

CODE	COURSE TITLE (ONE HOUR EACH)
101	Healthcare with Feelings
102	Moving Up and Setting Goals
103	Empowerment: A Way of Life
104	Loyal for Life
105	Exceptional Service
106	Remember Me
107	Handling Irate Customers
515	Feelings Retail
516	Feelings for Professionals
517	Coaching for Success
518	Speed

NO. OF PAX	PRICE/PAX
1 – 99	\$97.00
100 – 249	\$77.00
250 – 499	\$62.00
500 – 2,499	\$47.00
2,500 – 4,999	\$32.00
5,000 +	\$19.00
NOTE: SAMPLE OF MIX & MATCH SYSTEM	
a) For 1,000 pax each of five (5) programs, the volume price for 5,000 is \$19.00 each.	
b) For 100 pax of Moving Up, 75 pax of Healthcare with Feelings and 75 pax for Handling Irate Customers for a total of 250 pax, the volume price is \$62.00 each.	



“Bringing business back to life”



**FIFTEEN (15)
ONLINE
COURSES**



- One (1) hour of class room time online with facilitator
- Free facilitator, documentation and books/technical paper related to the course.

Sign up now, Call Victoria # 408-219-5635/ email: hjh@svinet.com and get a discount.

CODE	COURSE TITLE	FREE BOOK/Technical Paper
851	Creating Creative Individuals	Creative Tool Kit #1
852	Good Enough is not Good Enough	Performance Improvement Process
853	Getting Up Management Commitment	Total Improvement Management
854	Organizational Assessments	Technical Paper
855	Continuous Improvement Planning	Performance Acceleration Management
856	Total Management Participation	Total Improvement Management
857	Making Teams Hum-Team Participation	Making Teams Hum Book
858	Individual Involvement, Empowerment Command	Performance Improvement Methods
859	Manufacturing Improvement Strategies	Organizational Masterplan
860	Business Process Excellence	Streamlined Process Improvement
861	Supplier Partnerships	Resource Management Excellence
862	Change Management	Innovative Change Management
863	Innovative Healthcare Systems	Improving Healthcare Quality & Cost with Six Sigma
864	Six Sigma Yellow Belt Certification	Six Sigma Yellow Belt Handbook
808	Rewards and Recognition – Putting it Altogether	100 Ways to Reward Employees



ONLINE PAYMENT PROCESS



STEPS	PROCESS
1	FILL-UP THE PAYMENT FORM
2	SEND US THE PROOF OF PAYMENT*
3	PROVIDER WILL COORDINATE WITH YOU AND SEND YOUR ONLINE LEARNING PROGRAM
4	UPON COMPLETION OF THE COURSE, FILL UP THE EVALUATION FORM ONLINE
5	SUBMIT FILLED UP EVALUATION FORM AND RECEIVE THE CERTIFICATE OF ACCOMPLISHMENT ONLINE

*** Mode of Payment:**

1. Cash, Cheque and/or Wire Transfer payments:

Name of Addressee: H. James Harrington

Address: 15559 Union Avenue #187, Los Gatos, CA 95032

Name of Bank: Bank of America

Location: 720 Blossom Hill Road Los Gatos, CA 95032

Bank Routing Number: XXXXXXXXXX

Account Number: XXXXXXXXXXXX

PLEASE CALL VICTORIA # 408-219-5635

2. PayPal payments:

Name of Addressee: H. James Harrington

Mobile Number: 1-408-219-5635

“Bringing business back to life”



PAYMENT FORM



Program Title	
Name of Participant	
Position Title	
Company Name	
Email Address	
Mobile Number	
Telephone Number	
Date of Payment	
Amount of Payment	
Mode of Payment	<input type="checkbox"/> Cash
	<input type="checkbox"/> Cheque <i>(Name of Bank and Cheque Date/Number)</i>
	<input type="checkbox"/> Wire Transfer
	<input type="checkbox"/> Credit Card
	<input type="checkbox"/> PayPal

“**SUPER SERVICE** HEALTH CARE with Feelings”

our flagship ...

©



Our organization’s priority focuses on healthcare. Through this unique course, we create the ultimate patient experience by putting patients first, building caring relationships and empowering healthcare workers to exceed patient expectations.

The “Healthcare with Feelings” has a powerful impact on employee performance and the quality of care your healthcare organization provides.

Some of our courses have healthcare vignettes in them namely: Handling Irate Customers, Moving Up, Empowerment, Remember me, Loyal for Life, Exceptional Service and Speed.



Our Health Our Care

“ **SUPER SERVICE** [©] **Moving up
and
Setting Goals**”



Employees who succeed get ahead by doing more, and working creatively – being extraordinary by being faster, more remarkable, and more human.

Designed to motivate employees to believe in themselves and want to be more successful.



**SUPER
SERVICE**®



“Empowerment: A Way of Life”

Learn how to drive an empowered workforce who will give your company a dramatic facelift and keep it competitive, strong, growing stable, and customer focused.

Discover how permission to perform and please customers will give you the keys to the kingdom of empowerment so you and your organization can rise to greater levels of success.

“YOUR LEVEL OF **SUCCESS** IN ONLY PREDETERMINED BY
YOUR LEVEL OF **EFFORT**”

“ **SUPER SERVICE** © **Loyal for LIFE** ”



How to take unhappy customers from hell to heaven in 60 Seconds or Less. Our proven 4-step method recovery will take any unsatisfied customer and make them loyal to your organization for life. It is built around Service Recovery and empowerment. The focus is on keeping customers after a mistake is made.



**SUPER
SERVICE** ©

“Exceptional Service”



Service begins the moment a customer comes into contact with you.

The exceptional service course sharpens employee service skills to consistently provide the ultimate customer experience.



“**SUPER SERVICE** Handling Irate Customers”



Distinguish your organization from the competition in the way it handles customer complaints. Dealing with irate customers is one of the most pressure-packed experiences you will ever encounter on any job. Remember ... difficult situations can go from bad to worse in a hurry. Facing off with screaming, unreasonable, irrational customers represents the ultimate test of any employee's service skills.



“**SUPER SERVICE** © Feelings Retail or Service”



Achieves a positive transformation in employees by increasing awareness of customer needs, improving skills for dealing with customers, and improving communications and cooperation with other employees. Ideal for retail and service environments to help employees deliver a high level of customer service.



“**SUPER SERVICE** © **Feelings for Professionals**”



This highly acclaimed course achieves a positive transformation in employees by increasing awareness of customer needs.

The employees will feel better about their work and their lives and provide the fundamentals of superior customer service.



**SUPER
SERVICE**©

“Coaching for Success”

CODE - 517



Coaching is the ability to help people develop their ideas rather than accepting yours. Team building is a delicate process. Anyone can put together a group of talented people, but it takes a dedicated team leader and devoted coach to effectively bring everyone together. Everyone in a leadership position will improve their coaching skills and ability to motivate employees for greater success. It will help reduce employee turnover.



**SUPER
SERVICE** ©

“Speed”



Learn how to make on-the-spot decisions with confidence. Dramatically shorten the time it takes to complete any task for customers and co-workers by: Do it Fast, do it Now, and do it Right!



**SUPER
SERVICE** ©



“Good Enough is not Good Enough”

This course is designed to help the management team understand why in today’s rapidly changing environment, the organization is continuously dissatisfied with trying to improve its product and operations. Care should be taken to ensure these improvements meet the needs of all other stakeholders in the form of added value.

**GOOD ENOUGH
JUST ISN'T
GOOD ENOUGH.
BE THE BEST
THAT YOU CAN BE.**

**SUPER
SERVICE** ©

“Getting Up Management Commitment”



What the Board of Directors and the Executive Team are interested in and want completed is what it is completed. Employees listen to management’s tongue but they believe what the tongue in their shoe does. It’s not what the executives say; it is what the executives do and how they do that is important. If you want an employee to be innovative, the executive team has to perform their assignments innovatively. Typical help with this training course are vision statements, management directives, organizational principles, organizational policies, etc. plus a creative way that they interface with their employees and the rest of the organization.

**SUPER
SERVICE** ©

“Organizational Assessments”



It's difficult to improve if you don't know where you are and if that happens, there's no way to get to where you want to go. A baseline for the organization needs to be established that reflects the opportunities, difficulties, desires, and problems that management, investors, customers, suppliers, employees want to achieve. Each of these five stakeholders often has very different views of the organization and your performance improvement effort should address the total stakeholders' needs and desires. All too often two different stakeholders will have conflicting needs making it difficult to satisfy both parties

**SUPER
SERVICE** ©

“Continuous Improvement Planning”



Typically a set of 5 to 8 primary driving factors will be developed based upon the data collected during the organizational assessment. During the session, 5-year preliminary vision statements for each of these primary driving factors will be developed. The classmates will take the five-year vision statements back to all focus groups with their employees to determine if this is the type of environment they would like to live in the future. We will then hold a second vision meeting to finalize the vision statements based upon the inputs from the employees, customers, middle-management, and the Board of Directors. Typical output is a three-year plan designed to make the physical and cultural changes in the organization to be in line with the five-year vision statement.

“Total Management Participation”



Improvement processes are evident with a very active management leadership. But talking and documenting concepts and beliefs is far from adequate. Management has to start participating in changing the way they operate and interface with the organization and its employees. Skills like good learning and good listening are all key items in an acceptable performing manager in the 21st-century. Typical outputs from this meeting are new managerial job descriptions, reading nonverbal communications, and the ability to use variable style management techniques to grow trust, honesty, respect, and pride in the organization.

**SUPER
SERVICE** ©



“Making Teams Hum – Team Participation”

This course teaches all levels of the organization how to work together to solve organizational problems and take advantage of organizational opportunities. Relies heavily on all the team members feeling confident that they can express their opinions openly without being criticized. They also gain confidence to disagree with management on business issues as both management and the employees use the same tools and techniques to take advantage of these opportunities. It's wrong on the belief that when you use teams, $1+1=3$. One of the primary tools used in making teams hum is a methodology call Area Activity Analysis (AAA). AAA should be the first step in the team development activities within an organization.

**SUPER
SERVICE** ©

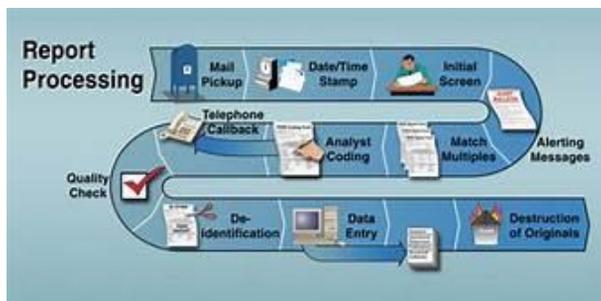


“Individual Involvement, Empowerment Command”

You can have a good organization using teams but to have an outstanding benchmark-type organization, you need to empower every individual to take the necessary action to correct problems and opportunities as they arise and are presented to them or recognized by them. An organization needs to communicate more, but it does not necessarily mean that you need to schedule frequent team meetings. Most opportunities should be handled adequately by individuals who are properly trained and committed to the organization. We make every individual feel like they are the owner or part of the organization.

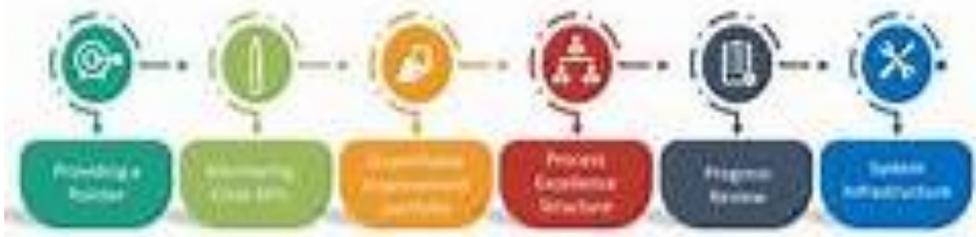
“Manufacturing Improvement Strategies”

In these sessions we focus heavily on certifying the manufacturing processes, performing capability studies, problem-solving techniques, six sigma methodologies, quality cost optimization, lean, TRIZ, process control methodologies, design of experiments, simulation modeling, etc. Also, a great deal of emphasis is placed upon automation, mechanization, robotics, and artificial intelligence. The objective here is to minimize variation while maximizing efficiency, effectiveness, and adaptability. It emphasizes heavily on document control and proper training of the individuals involved in the manufacturing process. The output from this activity is a series of routings, fixtures, inspection procedures, and an online reporting system with the objective of minimizing poor quality costs and processing costs while delivering an error-free product to the consumer.



**SUPER
SERVICE** ©

“Business Process Excellence”



Excessive production costs and delays are a great deal less than those that occur as a result of the supporting business processes. Major processes in finance, product engineering, manufacturing engineering, test engineering, sales marketing, field services, personnel, quality etc., often have been poorly designed and neglected. When problems occur, patchwork repairs have been applied which results in needless costs and delay. All these major processes are considered for process redesign or process reengineering and/or benchmarking. The results of this activity are for these attendees to learn the process redesign, process reengineering, and benchmarking methodologies.



“Supplier Partnership”

It's difficult to name any organization that isn't dependent on one or another supplier in order for them to function. It may simply be the supplier that provides electricity to the building or maybe a supplier that provides the motors for a boy's airplane. Whatever it is, suppliers are an essential part of an organization's activity. With suppliers, we need to go a step further and include the total supply chain management concept. It starts with selecting suppliers to work with the potentially new outputs and then carry these forth to suppliers for the production operations and products. Throughout the life of the product, there is a continuous dialogue going on between the supplier and the customer that encourages the supplier to continuously provide better performing output at a cheaper sales price. Output from this activity is a reporting system that ties in items provided by the supplier to performance through the production process and in the consumers' environment.

ONLINE COURSE CODE - 862



“Change Management”

ONLINE COURSE CODE - 863



“Innovative Healthcare Systems”

“Rewards & Recognition”

It is absolutely imperative that we recognize people who are superior performers in a manner that they know the organization appreciates their additional effort.



We need as much or more skill in our abilities to say ‘thank you’ for the extra effort to our superior performers as we do to terminating someone. Unfortunately, managers get trained in how to separate someone from the company but few companies train their managers in how to say thank you. Managers need many different ways to say thank you and to say it timely/instantaneously as it occurs. The reward system has to include bonuses, stock options, vacations, plaques, merchandise, etc. Everybody hears thank you in a different way. For example, one person hears thank you when you allow them to go to a technical conference and pay their way. Another person prefers to get a \$200 check to go out to dinner. I know one company where the big thing was to get a standup coat hanger for your office. Output from this activity usually is a rewards and recognition procedures manual and mandatory training for all levels of employees.

One of the biggest mistakes management can make is to reward an employee who is just meeting the requirements.

