

# customers...

# the reason we do what we do



## customer process management consulting

Customer process management is about completely evolving your work and processes around your customers' expectations for success.

Using techniques rooted in Agile, Scrum, Theory of Constraints and Lean, Novick Consulting helps its clients:

- Discover their customers' expectations for successful outcomes
- Articulate a purpose and focus to meet those expectations
- Develop measurable Critical Successful Outcome Factors
- Assess and design processes, rules and policies that support the Critical Successful Outcome Factors
- Establish an action plan to implement and manage the change
- Commit to continuous improvement in achieving more for their customers and their business

What's more, Novick Consulting harvests the ideas inherent in its clients' teams and motivates them to innovate on their own, assuring they own the future success they create.

Discover what to change, determine what to become and act on getting there!



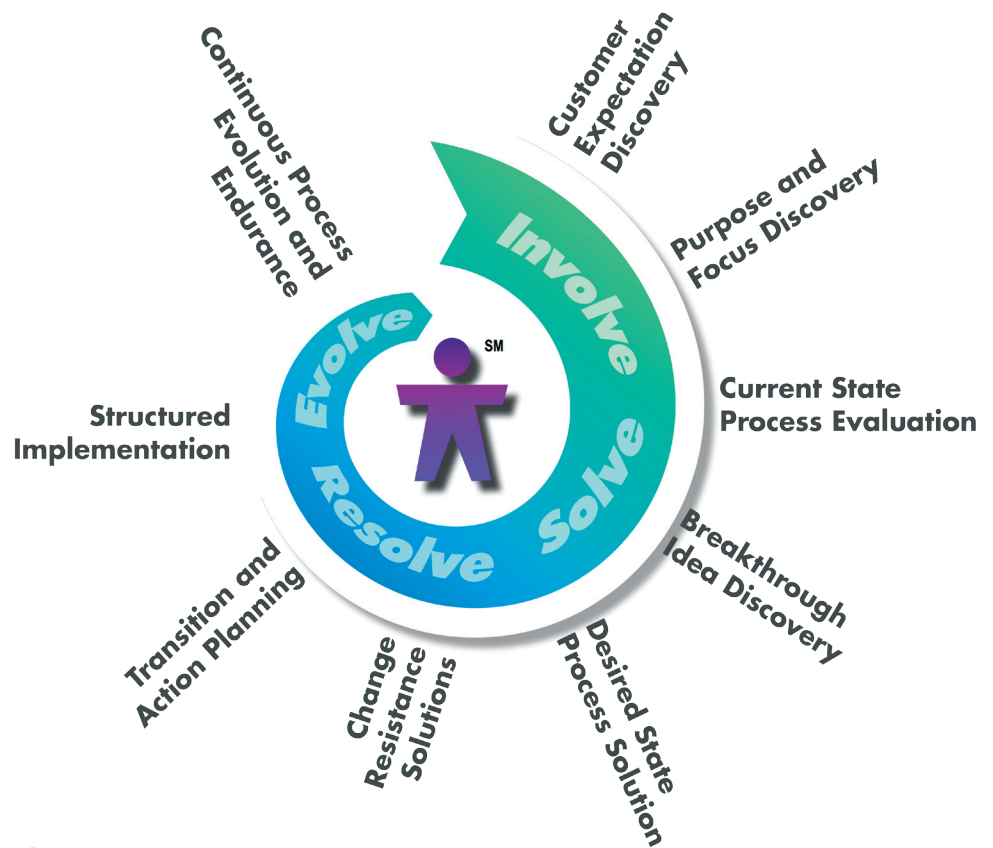
**evolve** around your customers<sup>SM</sup>

[www.novickconsulting.com](http://www.novickconsulting.com)

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# a-spire<sup>SM</sup> to success

## evolve to continuous improvement



**the a-spire<sup>SM</sup> to success**

NovisMethod<sup>SM</sup> prescribes a consistent and tested approach that helps:

- Involve your teams and customers to determine customer expectations for successful outcomes
- Solve current problems preventing you from achieving more successful customer outcomes
- Resolve to implement the right solutions - developed by your own team under Novick's facilitation
- Evolve to seek continuous improvement to achieving more successful customer outcomes



**evolve** around your customers<sup>SM</sup>

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