



PERFORMANCE
— QUEST —
INTERNATIONAL

CREATING CRITICAL MASS



**THE POWER
OF MASS,
CRITICAL MASS, THAT IS.
AN UNSTOPPABLE FORCE
THAT GOES BEYOND
MERE NUMBERS**

How to thrive in the big wide world

The landscape in which business operates today is more complex than ever. Today, the greatest threats and opportunities often line not only outside a company but also within it. Organizations are looking to leverage their assets and hone their competitive edge. Technology, strategy, financing, branding are all in view. But people, as the truism goes, are an organization's greatest asset.

Human skill and ingenuity provide the essential building blocks of business success. Yet the effective management of assets so complex can prove elusive. How do you develop it optimally and channel it towards the most productive ends? At best, judging and nurturing talent have only ever been uncertain arts when they should really be rigorous and reliable sciences.

What if you could zero in on the real bases of human performance and access development, assessment, and alignment tools superior to any conventionally used? How then might your organization thrive in a big wide world?

Our focus is to develop progressive business processes and promote excellence in leadership that will mobilize every ounce of intelligence within your organization. We work on-site within an organization and help them understand how their decisions and actions impact the business. Increased employee commitment to excellence, ownership of performance results, and superior customer service become part of the organizational culture.

Good governance - a Leadership Imperative



PQI is synonymous with developing good leadership in the real world, at all levels of an organization. We provide precisely the processes and tools necessary for leaders to motivate and inspire subordinates, to manage with understanding both the business and people side of a business. Yet many organizations labor under the baleful influence of leaders who have failed to develop such skills.

The culture of measurement

Measurement is ubiquitous in business. Organizations measure output, returns, cash flow and costs. If you can't measure it you can't manage it, and if you can't manage it, you consign success (and failure) to the whims of fortune. PQI helps organizations create the line of sight between management's vision and the front line transactional activities.

Successful organizations have everyone with their oars in the water at the same time, and pulling in the same direction.



Transform and succeed

PQI specializes in the implementation of measurable performance improvement initiatives. At PQI, we believe in the *process of transformation*. We understand that most companies excel at goal-making and objective creation, but creating consistent results sometimes requires a top to bottom transformation of both systems *and* people. Real change requires the involvement, engagement, and ownership by all stakeholders.

Our approach targets improvements in one or all aspects of a business: management processes, people technology - leadership development and business literacy; as well as all areas of a business: safety, production, costs, quality and environment.

Client satisfaction

We have worked with numerous companies in a variety of sectors including forestry, oil & gas, mining, health care and manufacturing, to name a few. Some of our past and current clients include Canfor, Plum Creek Timber, St. James Healthcare, Grey Nuns Hospital, Alberta Newsprint Co., El Paso Oil and Gas and Apache Corporation.

Bottom line results



Results vary from client to client. For example, at Plum Creek Timber, according to Site Manager, Terry Moore, we achieved “significant ROI by creating a culture of involvement and recognition. This link between metric and action--to me, it’s relatively obvious—trend it and track it. But the missing link is on site - on the job training. Most companies, good companies, need to do a better job giving people the necessary skill set required to

manage and improve the business on an on-going basis. Despite this, we ask our people to perform miracles. PQI helped us develop our leadership and business skills. We began to see fundamental changes in how people approached their jobs. We began recognizing achievement.” Moore’s final thoughts, “the results have been amazing, we achieved significant improvement in all our key metrics with a bottom line improvement of \$5.3 million dollars annually.”

Experience in the workplace

We are a talented team of seasoned management consultants who have been helping to create winning organizations since 1988. Our uniquely tailored on-site process makes us an innovator in the industry. We have done work in a variety of sectors and understand that every company is unique. It is that uniqueness within all organizations that calls for a distinctive approach versus a canned, ‘one size fits all’ approach.

Principle based approach

PQI’s approach is simple - but at the same times its complex. Our methodology is developed from management concepts developed in the past several decades; PQI puts leadership and process first, and uses facts and data to drive better solutions and results.

PQI’s approach is a total management approach that produces dramatic bottom line improvements to businesses, as well as opportunities to retain customers, build a reputation for high quality products and service, and most importantly develop and enhance current staff skills.

Although it involves measuring and analyzing an organization's business process, PQI's process is not an efficiency initiative - *it is a business initiative*. It has a philosophy of excellence, customer focus, process improvement, and the rule of measurement versus gut feel. PQI is about making every aspect of the organization better able to meet the changing needs of customers, employees, markets, and technologies.



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