

# The High Performance Corporation



*Executive Freedom*

*Management Empowerment*

*Efficient & Effective Throughput*

*Reliable & Timely Information*

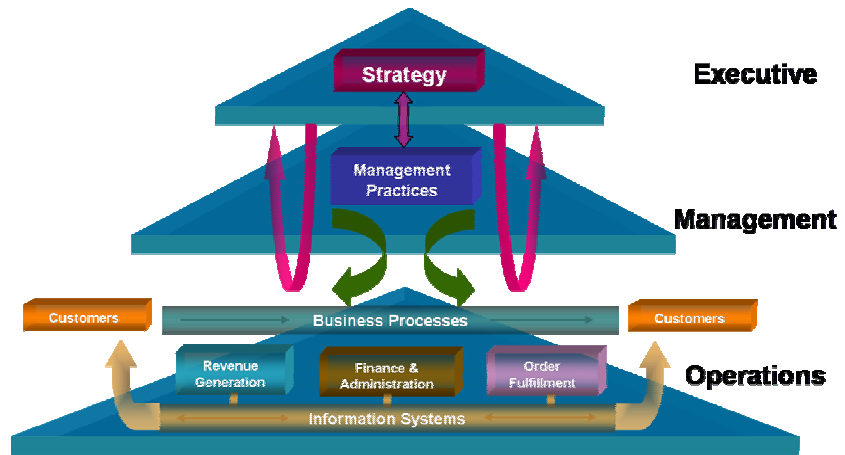
## About SatiStar

“Sati” stands for “Social and Technical Interaction”.

The SatiStar approach focuses on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery.

The Business Improvement approach accelerates the achievement of desired business results.

**SatiStar Mission:** To experience the joy of helping our clients excel at what they do.



## The High Performance Corporation

A “high performance” corporation is a company whose leaders provide solid stewardship, whose managers are effective and capable, and whose operational processes are customer focused, efficient and effective.

There are 6 key characteristics of a high performance organization:

- There is clear strategic alignment between all organizational functions both horizontally across business processes, and vertically across levels of management.
- There are clearly defined and communicated performance metrics in place, supported with information systems that provide timely and reliable data regarding those measurements.
- The organization is process centric such that all processes have been fine tuned to remove all non-value added steps and inefficiencies. Cycle time is managed for all processes.
- All processes clearly support a customer focus. All processes

start with the customer and end with the customer.

- All information systems support efficient and effective processes with real-time, communications based logic that supports the work effort without users having to create “work around’s to compensate for process and systems failures. The key business processes are the system processes.
- A high performance company is a learning organization. Not only is there a great emphasis on growing individual and corporate skills, knowledge and tracked and maintained as a key asset.

When a corporation meets these requirements they are nimble, flexible, and achieve great results.

SatiStar understands what it takes to be a high performing company We enjoy helping you to excel at improving your enterprise performance.

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*Social & Technical  
Interaction*

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We're on the Web!

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**[www.satistar.com](http://www.satistar.com)**

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## The Goal Is an Efficient, Nimble, and Flexible Organization

High performance is more than just being faster at what you do. It means being smarter and better at what you do. It means, "blowing your competition away" with aggressive customer focused processes that are lean, and that always add value at every step.

High performance companies use the latest techniques and supporting technologies to make them smarter and faster than their competition. They are lean and mean, and take no prisoners.

As you might guess high performance begins with cleaning up your business processes and aligning all processes to eliminate gaps produced by functional "silos" in your organization. By creating a single process that goes from the customer through your company and back to the customer, you increase opportunities to retain good customer, fire poor or unprofitable customers, and increase your sale and margin performance.

High performance capabilities position the firm to expand, purchase competitors, or introduce new lines of business. Such companies are marked with strong leadership, effective stewardship, capable management, and a team of professionals that are the envy of you industry.

SatiStar can conduct a business assessment to identify performance improvement opportunities, including aligning management control systems with improved processes.

You have two choices in today's world, perform at the highest levels you can achieve, or wither on the vine.

SatiStar understands not just what make a company excellent at what it does, but what makes a company great. While greatness might not be your immediate goal, turning your enterprise into a high performer is almost a necessity in today's fast paced market place.

## High Performance Means High Powered Information Tools and Techniques

Part of the SatiStar methodology is to identify and build business systems that are customer, process and information centric. We identify and fix ineffective processes and map information support to corrected methods.

We deliver high performing information tools that work for your operations and which provide reliable and timely information or alerts to managers and

executives in a way that makes sense to them.

High performance companies manage by results and achieve results with accurate and timely information. If management and staff do not need to develop techniques to get around faulty or ineffective systems, results happen with less effort.

The SatiStar approach is designed to produce high performing companies. Let us work for you