INTRODUCING M4:

The Revolutionary Approach to Operational Excellence

Operational excellence doesn't have to COST a fortune, but it could SAVE you one.

Transform your business with M4, a comprehensive approach to operational excellence that combines expert-led process mapping workshops, employee engagement strategies, and data analytics to optimize business processes. M4's four-step approach — Map, Measure, and Manage and Mobilize — enables organizations to identify inefficiencies, implement targeted improvements, and track progress towards sustained operational excellence.

The Process **Fixer**

WHAT IS M4?

M4 is a transformative methodology designed
to revolutionize your business.

01 Map

Start your journey with two critical exercises: System of the Systems and
Process Triage mapping.

System of the Systems Mapping (SoftS)

Our Operational Excellence experts guide you through identifying your core and supporting systems and
their critical determining where to begin your process optimization journey.

Process Triage

At the core of M4 is our innovative Process Triage® methodology, a unique approach to process optimization
that combines expert-led in-person workshops with frontline employees, data-driven analysis, and rigorous
accountability tracking to address inefficiencies in business processes.

Since 1993, the Process Triage method has been successfully applied to over 2,500 business processes,
consistently achieving measurable improvements within 90 days. By using the ADTE (Analyze, Design,
Train, Enforce) framework, this method effectively identifies and resolves process pain points, ensuring your
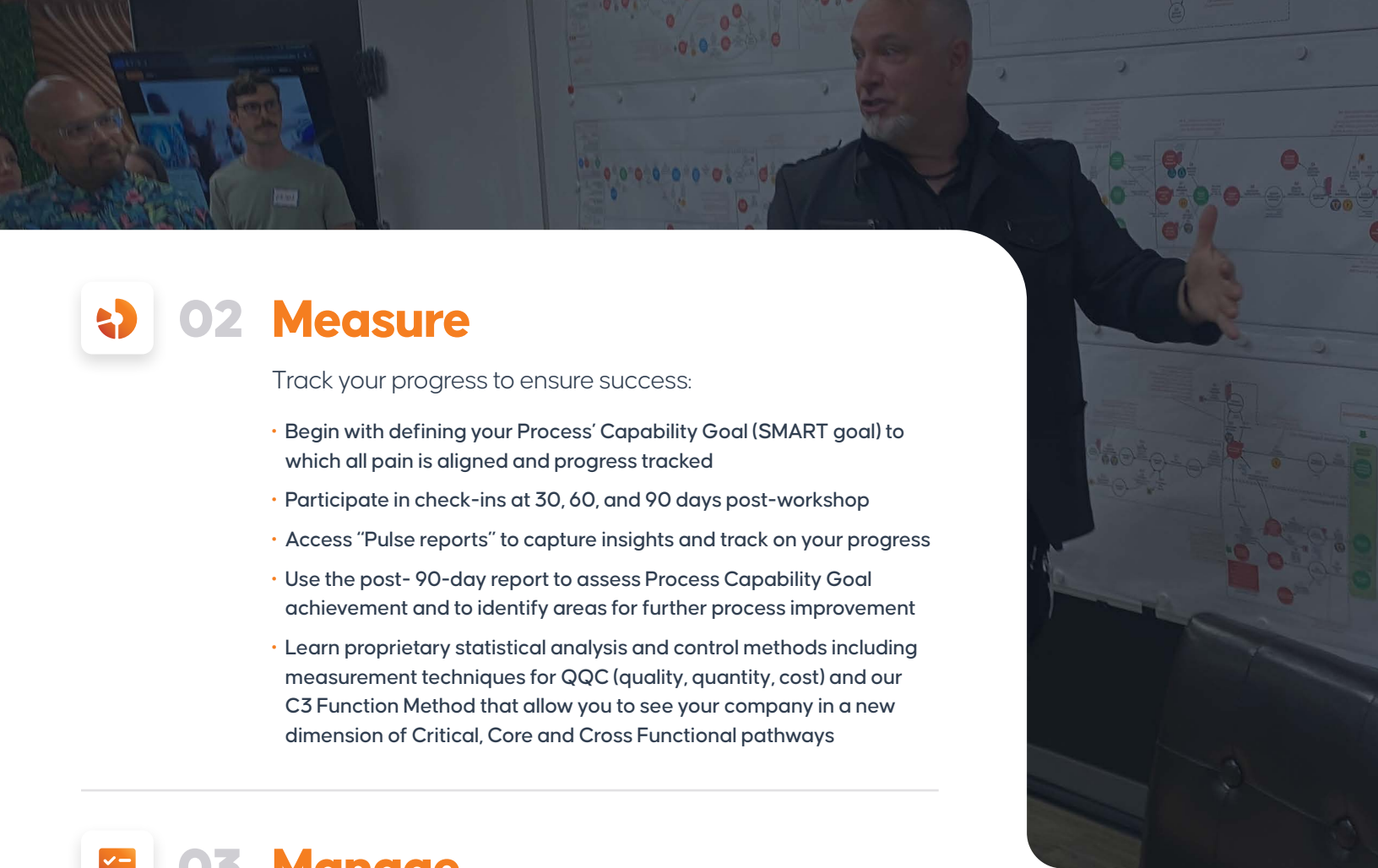Process Capability Goal (a SMART goal) is met.

Continue to develop a culture of systems thinking and continuous improvement
with QuickMapping.

QuickMapping

A rapid process mapping method and tool designed to optimize smaller processes or secondary aspects
of larger business workflows. It leverages the principles of Action→Results Mapping, which emphasizes the
outcomes of actions rather than the actions themselves, ensuring that your team focuses on achieving
meaningful results.

- **Enhance day-to-day analysis and design thinking:** Replace traditional meetings with agile, on-the-fly
  mini-workshops (under 60 minutes) that quickly identify the critical path to desired outcomes and
  expose potential bottlenecks
- **Promote systems-thinking:** Encourage your team to concentrate on driving better results, not just
  fulfilling tasks
- **Simplify onboarding:** Provide new team members with a clear, visual representation of their roles within
  the process

QuickMapping offers a fast, effective way to map and optimize sub-processes, seamlessly complementing
our comprehensive Process Triage approach for tackling larger, more complex business processes.

02 Measure

Track your progress to ensure success:

- Begin with defining your Process' Capability Goal (SMART goal) to which all pain is aligned and progress tracked
- Participate in check-ins at 30, 60, and 90 days post-workshop
- Access "Pulse reports" to capture insights and track on your progress
- Use the post- 90-day report to assess Process Capability Goal achievement and to identify areas for further process improvement
- Learn proprietary statistical analysis and control methods including measurement techniques for QQC (quality, quantity, cost) and our C3 Function Method that allow you to see your company in a new dimension of Critical, Core and Cross Functional pathways

03 Manage

Learn how to optimize your organization and move from sufficient to efficient. By managing the system instead of just the people you learn to create an error resistant business that produces less chaos, fires and pain. Continuously optimize your processes:

- Actively monitor performance metrics (as defined by your Process Capability Goals)
- Make data-informed adjustments as needed
- Shift from you telling your people what to do, to them suggesting what needs done to increase quality, quantity and reduce cost
- Redirect your time from checking, waiting and looking to resourcing and building
- Ensure long-term success and continuous improvement by regularly mapping out the same core business processes

04 Mobilize

Activate Process Improvement Remedies:

- Activate your team from the neck up – taking ownership of their work and actively seeking improvement.
- Empower your entire organization with systems thinking tools and techniques to identify and resolve inefficiencies, eliminate waste, and recognize opportunities or risks in business processes. This approach encourages a culture of continuous improvement across your operations.