



Anita Pawlak, Director, Western Operations and Support, Telematics International, Inc.

## Your Program Helped Us Speed-Up Product Development

- ✓ Fastest product development ever
- ✓ Better teamwork between departments

The biggest change we've noticed has been in the desire and ability of the program's participants to solve problems easier. **Two different groups became a team, and now they come to solutions quicker.**

And it spills out beyond the group to other parts of the company. Even the marketing people [who weren't in the program] see engineering and manufacturing people working together and it makes them feel more like working together as well.

### THEY CREATED A SURPRISE NEW PRODUCT

One significant change was that the people in operations recently came up with a new product idea—something based on existing technology. The group wanted the chance to show what they could do based on the new [concurrent engineering] processes put together during the program.

### SUDDENLY EVERYONE'S PUTTING IN EXTRA EFFORT

In the past, we would have had difficulty even with attendance at the meeting we called. Instead, all other departments were gung ho. They even showed up early, with stuff prepared, ready to participate and to provide ideas.

**"In the past THEY would have said, 'We have too much work...'  
This time everyone was gung ho!"**

We asked: "What if we did this [product idea], "something we felt we could do on top of the current workload.

In the past they would have said, "We have too much work to do," or even, "Are you going to give me more people?" This time everyone was wanting to be successful as a group and getting recognition for what they've done. The group's enthusiasm generated the response to do that.



Otto Horak, Director, Hardware Engineering, Telematics International, Inc.

Concurrent engineering, where there's better interaction between design and production, means faster, better product development.

It means that manufacturing people are now assigned and participate into projects from day one. This allows us to tune processes before going into big volumes.

The program has helped the guys to appreciate more from the other guys' perspective. **They are working together willingly, without excuses. If we all didn't push [with your process] it wouldn't have happened.**

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James I. Bond, President Phone: 805-405-9899 Email: jbond@USM-LLC.com