



Ron Eisele, President, BestForms, Inc.

## Your Program Helped Us Become the Highest Quality Forms Printer in the Nation

- ✓ Dramatic improvement in quality
- ✓ Better coordination between key people

The program not only worked, but goes on working. It spawned interaction beyond the program. The whole employee base is being given more responsibility.

### **I CAN FINALLY SEE PEOPLE'S TRUE CAPABILITIES**

**I'm no longer pushing people to do things they are not willing or capable of doing.** The program helped me see the growth capabilities and recognize where there are limitations with our people.

For example, it helped me identify one of my guys as a key management player for the future. I was surprised by what the program brought out of him. He's now doing first line management tasks, and taking a great deal of initiative.

I wanted another of my key people to head up ongoing continuous improvement for our company. But I didn't want to overburden him with tasks. I felt he was so overloaded with immediate duties. So we offloaded his duties to someone else to free him up to do these important things on a wholesale basis. Now he's doing it in spades. He's either directing others or doing the projects himself. He sure is getting a whole lot done, grabbing jobs and getting them done like crazy.

### **MY PEOPLE ARE ABLE TO HANDLE CHANGE EASIER**

A terrible source of frustration before the program was that we had only about one or two people with the ability to implement change. Now there are seven to eight young guys who can enthusiastically handle new products, equipment and procedures.

We're also doing a better job of 2-way communication. I'm preparing a newsletter to provide every-one with timely information on safety, trends in errors, how we delighted a customer, etc. We will formalize our communication programs so we do a whiz bang job of communicating with every employee.

### **WE ARE NOW ABLE TO ADAPT MUCH FASTER**

The most important thing the program has given us is the ability to react fast. It's helped us reduce the time it takes to implement new ideas, new products, new processes -- to reduce cycle times and accelerate payback on new machinery.

**"I was surprised by  
how much the  
program brought out  
in my people..."**

Success almost feeds itself. Without my prodding, one of our guys took on a project that should have been done 2-3 years ago and in a couple of days it was done.

They're taking things I've been wanting them to do, and getting them done. They see the success and want to do more. They're on a success high all the time, grabbing new products, new projects, etc. If we can keep this thing alive we can do amazing things with the organization.

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