

OpsSat™

Customer Focused Operations

Key to Customer Experience Management

At Confoe we leverage our ability to make the *invisible obvious* to drive customer satisfaction by **design**. Every customer touch point creates a customer experience. Use your customer satisfaction data to prioritize your operational improvements and customer facing behaviors to optimize that experience. Your success in developing loyal customers is based on your ability to identify their needs, prioritize your responses, and meet or exceed expectations.

Approach "Speed-Flexibility-Execution."

Confoe analyzes your business needs, industry environment, and core business processes. We quickly customize a solution that fits your market and your culture. Our bias for action means that results will be rapid, measurable, and repeatable.

OpsSat uses the proven Quality Function Deployment, QFD, design methodology to quantify customer key performance criteria and prioritize internal improvement opportunities accordingly. Our structured approach and industry experience enables us to rapidly collect key information and facilitate cross-functional service improvement design sessions. This team based approach ensures buy-in and commitment to the Key Performance Indicators, KPI's, associated with the customer focused business process drivers. The QFD "house of quality" provides a visual roadmap for improvement that becomes a living document for future efforts. As a company we are committed to building upon your strengths, which is why our service products have been described as "leveraging the knowledge and expertise" that exists within your company and supplier base.

We are experts in building the strategies, processes, and operational elements to meet the challenge of the business cycle. We have implemented the methodology across Asia, Europe, and the United States in both small and large organizations.

Key Features and Services

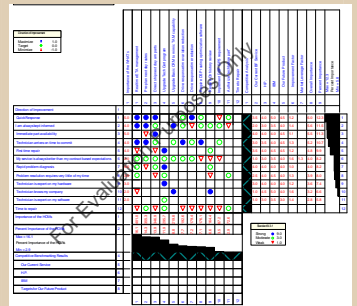
- Clearly defined customer performance criteria
- Comprehends key competitor relative performance
- Team based improvement prioritization process
- Defines KPI's for operational reviews and Continuous Improvement

Key Benefits

- Customer focused balanced scorecard
- Foundation for continuous improvement
- Improved profitability with Improved Customer Satisfaction

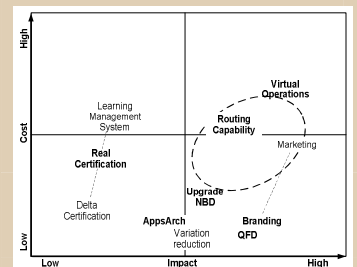


OpsSat
Customer Experience Management by Design



QFD Customer Focused Matrix Analysis

Have confidence that your service improvement initiatives are aligned.



Target Improvement for High Impact