

# MEP PARTNER UPDATE

A newsletter brought to you by the Business Excellence Group

## Updates for the MEP National Network

8.12.2021



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## The New BXGers

The Business Excellence Group is growing with 2 new team members...



### Cindy Nowak—Director of Business Relations

Cindy has nearly 40 years combined experience in supporting and running public, private, and non-profit companies as well as experience working in all levels of government agencies. During her career she started and sold a successful business in California. She worked 25 years in a corporate training and consulting firm along with the Colorado Community College System as one of their Corporate Training Directors. Cindy is a fourth-generation Coloradan with the inherited family tradition of serving Coloradans since the early 1900's.

aka "Everyone's Best Friend" she builds lasting relationships with everyone she meets.

### Hunter Hall—Transformation Specialist

Hunter's focus within human resources is transformation and personnel development in both private and publicly run companies. Hunter has led onboarding procedures for acquisitions across the US and created auditing procedures concerning employee methods to reduce errors while providing training & development. Hunter holds an international master's in Human Resource Management & Industrial Relations from Alliance Manchester Business School. While attending, he was a contributing member of the Manchester Industrial Relations Society and Manchester Business School Consulting Club. He currently holds membership with SHRM and certification with HRCI.

aka the "People Development Officer" he will work day and night to ensure that your people understand their role for a better today and tomorrow!

**FOUNDATION for MANUFACTURING EXCELLENCE**  
**2021 Center Best Practice Conference**



## Book a Meeting at The Center Best Practice Conference!

The Business Excellence Group is a sponsor at the upcoming Center Best Practice Conference (CBPC). We would love to schedule a time to discuss how we can partner with our products, third party consulting services, the MEP Business Optimization Methods, tools and certification. Contact us if you want to set-up a meeting or stop by our booth to learn more.

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## MEP Sales Training

We are now offering MEP Consultative Sales Training to help you and your staff grow their capability in the following areas:



- Representing the MEP system to your clients so they understand the value proposition that your center offers.
- Ability to meet with senior leaders and owners and establish a relationship with them as a “trusted advisor”.
- Learn how to utilize appreciative inquiry and “powerful questions” to understand the clients challenges and establish the center as the partner of choice.
- How to diagnose the client’s needs and position the center as a resource partner in optimizing their company’s business results.
- Create an optimization plan that the client is willing to invest in and contract the center to transform their business results.

The Business Excellence Group has an established process that it has utilized to partner with MEP centers to transform their capability in obtaining new clients, collecting impact, as well as to drive center revenue.

## Predictable Impact Management

Most MEP centers have 3 main focus areas: client count, client impact, and revenue/match. Client impacts are very reactive and hard to know predict. That is primarily because client impacts are lagging metrics and if they are not managed proactively then centers can find themselves gaining and losing impact scores. The Predictive Impact Management method gives the center a method and a systematic way to understand what metrics they will be gaining or losing based on post client project impact projections. In this process, the Business Excellence Group will work with your center to develop a Salesforce or other CRM driven system that will give the center visibility to future impact losses as well as a process to close out projects and predict future impacts with the client. The Business Excellence Group has over 30 years of direct MEP leadership experience in managing impact metrics and center success.



## Available Products and Programs



The Business Excellence Group has spent the last year creating several programs to expand the services of MEP centers. [On the next page](#), you will find a list of those programs. Each of these programs is available in a license for use program. The program includes marketing material, client slip sheets/program descriptions, white labeled content for center branding, facilitator guides, and a train-the-trainer program.

If center delivery capacity is a concern, the Business Excellence Group is available as a 3rd party service provider.

The Business Excellence Group partners with the Manufacturing Extension Partnership (MEP) network of centers to optimize their operations and the companies they serve.

Contact us anytime at:  
[sumer@thebizxgroup.com](mailto:sumer@thebizxgroup.com) or 303.981.2144  
[shane@thebizxgroup.com](mailto:shane@thebizxgroup.com) or 505.301.0091  
Or visit us on the web at: [www.thebizxgroup.com](http://www.thebizxgroup.com)



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## Core 8 Products: A Holistic Offering

Companies are complex and their needs far exceed process improvements. That is why we have created a holistic set of offerings that align to the optimization evaluation tool. These Core 8 products will give your center a way to partner at the executive level and drive significant economic impact.

### Core 8 Programs:

#### Strategy:

Optimizing the Organization “Take it to Ten”  
Strategy to Action  
Creating a Business Transformation

#### Structure:

Aligning Structure to the Achieve Strategy  
Single Point Accountability and Decision Making

#### People Systems:

Optimizing Leader Performance

#### Lateral Processes:

Optimizing Tactical Performance

#### Metrics:

Transformational Performance Metrics



These programs, combined with Lean and quality tools will give a center a holistic offering to drive significant impact and strengthen the client relationship.

**These programs combined with the MEP Sales Training provides a powerful toolset for centers to diagnose and support a substantial amount of a company's needs. These programs drive transformational change with measurable results.**

## Supply Chain Train-the-Trainer

The Business Excellence Group has developed several supply chain programs available to MEP centers around the network. We recently held a supply chain train-the-trainer at the New Mexico MEP center in partnership with the South Dakota Manufacturing and Technology Solutions MEP center.



As an outcome of this training, the Business Excellence Group has created a new supply chain management program called Supply Chain Strategy/Supply Chain for Leaders. This new program focuses on making sure the leadership of an organization has an understanding of their supply chain needs and builds that plan into their strategy.

In addition, the Business Excellence Group will be presenting at the [2021 South Dakota Manufacturers' Summit](#) where there will be an estimated 350 attendees. The focus of the conference will be on workforce, automation, quality, supply chain, and biotech. We are excited to be a presenting partner in this event.

**Thank you New Mexico and South Dakota for a great week and the great hospitality.**

## People Systems & Workforce Development Resources

In today's competitive environment each company needs to have simple but yet effective people systems that help manufactures obtain, grow, and retain their most valuable asset — their people! The Business Excellence Group has created materials focus on the following 6 people systems:

1. Assessing and Hiring Talent
2. Onboarding and Training their new hires
3. Managing the Performance of the whole person
4. Growing Capability through Goal setting and quarterly evaluation system
5. Career and Compensation Growth
6. Succession Management and Planning



These processes focus on simple tools that managers and supervisors are willing to use that do not require an HR professionals on their payroll to manage and develop.