

When we first started working with NEXUS Consulting workflow was inconsistent, roles were undefined and people weren't sure who was responsible for what. This situation was causing chaos and a lot of stress and internal conflict.

As the owner and General Manager I was also managing all of Operations and Sales and had become the "go-to" person which left me little to no time to deal with strategic business issues and decisions. I needed to find out how I could work smarter by creating a structure and systems that would allow others to take more responsibility and free me from the day-to-day minutia.

We decided to start our work with Ellen by focusing on order processing from time of sales up to the point the order goes into production. All of the sales and operational staff were involved in identifying problems and creating solutions. The immediate result was a change in attitude - people were no longer pointing fingers at each other as they started operating more as a team with a common goal.

As we defined how we were doing business we were able to modify the workflow. The impact of this change has been:

- Orders move faster into production
- More time to do more work
- Enables and stimulates to bring in more work
- Creates more time in production to complete the work
- Deadlines are met more consistently
- Quality of product has improved
- Less complaints from customers
- Faster payments
- Happy customers

We have also been able to clarify roles which has created

- Higher morale and less stress
- Clarity about what people are supposed to do
- Ability to do the same amount of work with less people
- Improved communication as systems are being implemented and the work becomes more consistent.

With Ellen's encouragement and coaching I have released 90% of the scheduling to the Production Manager. Delegating this task and seeing the efficiency of that instilled in me the trust and confidence to let go of more control - we now have a Sales/Operations Manager in place that will relieve me of this management responsibility.

The work we've done so far with Ellen has affected not only sales and operations but our production efficiency as well. The enjoyment I get from working with Ellen is having someone next to me who has experience working with other businesses and transferring her knowledge through interactive hands-on processes. She's clear and understandable and gets to the heart of the matter without spending a lot of time.



Eric Janssen
President

