



STRATEGIC SOLUTIONS



Service Sucks!

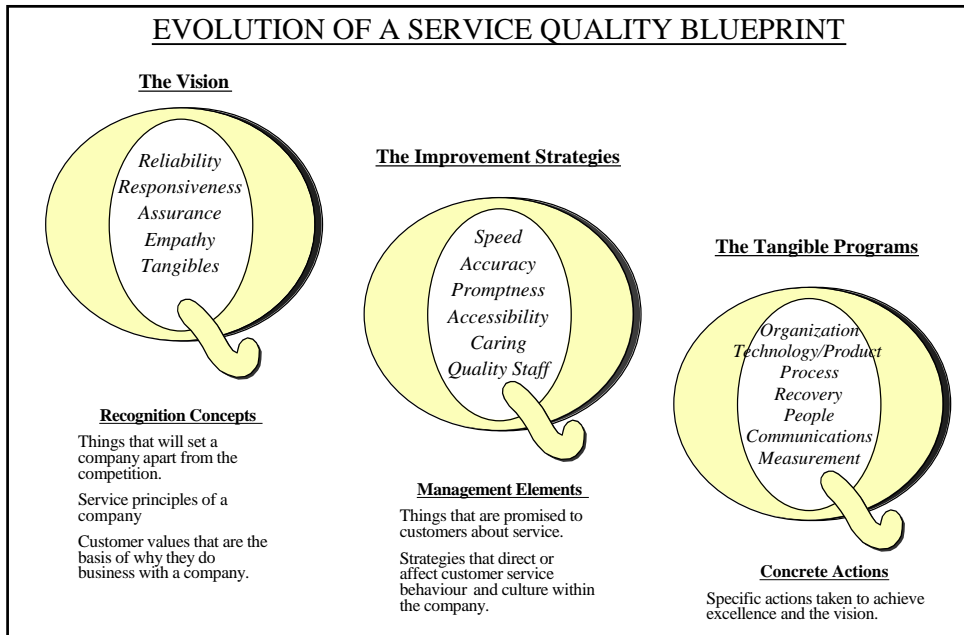
Remember, define what you want to stand for based on customer input and determine that it will give you a competitive edge.

Then build the blueprint with strategies your people can and will relate to and implement.

Finally, change processes, improve technology and find great people.

Leadership plays a vital role in direction, management needs to play the game by providing identifying strategies and front line people need to understand the service strategies and standards and recommend improvement activities.

The CEO and leadership must be committed to "true North" staying right on course and not quitting for some flavour of the month program.



About

The Strategic Planning Group

The Strategic Planning Group (T.S.P.G.) is a **full service consulting firm** that can provide organizations with a wide range of advice, business tools and solutions. At T.S.P.G. our focus is on helping our clients solve their complex issues to realize their ultimate potential, whether we are assisting in a particular functional area or helping to set the overall strategy for the organization. Our full service approach combined with our commitment to helping clients realize their ultimate potential, results in an efficient and effective approach, creating great value for our clients.

We want to be more than just consultants. For us to be successful in helping you we need to understand how you operate and what challenges you are currently facing. We want to help you achieve your goals and your ultimate business potential. To accomplish this we must be trusted and objective advisors to our clients by contributing our knowledge, experience and thinking in ways that make a positive impact.

We are growing rapidly and on the leading edge of thought leadership with a goal to add value to our clients.

How to Reach Us

The Strategic Planning Group

258 Adelaide Street East, Suite 201

Toronto, Ontario M5A 1N1

Tel: (416) 366-4774 Fax: (416) 366-4775

www.tspg-consulting.com