

## Breakthrough Service Transformation

*Months to weeks, weeks to days, hours to minutes ...*

- We assist corporations, government and non-profit organisations to develop and build a sustainable capability with which to meet and exceed customer expectations while minimising expenditure.
- This involves moving beyond continuous improvement: we combine continuous improvement with breakthrough change enabling transformations radically altering the response paradigm.
- We do this through the application of our proprietary **Breakthrough Service Transformation**<sup>®</sup> methodology. With our methodology, we radically alter the service paradigm enabling responses in timelines that the customers and stakeholders expect.

