

Diamond Delivery Process Components

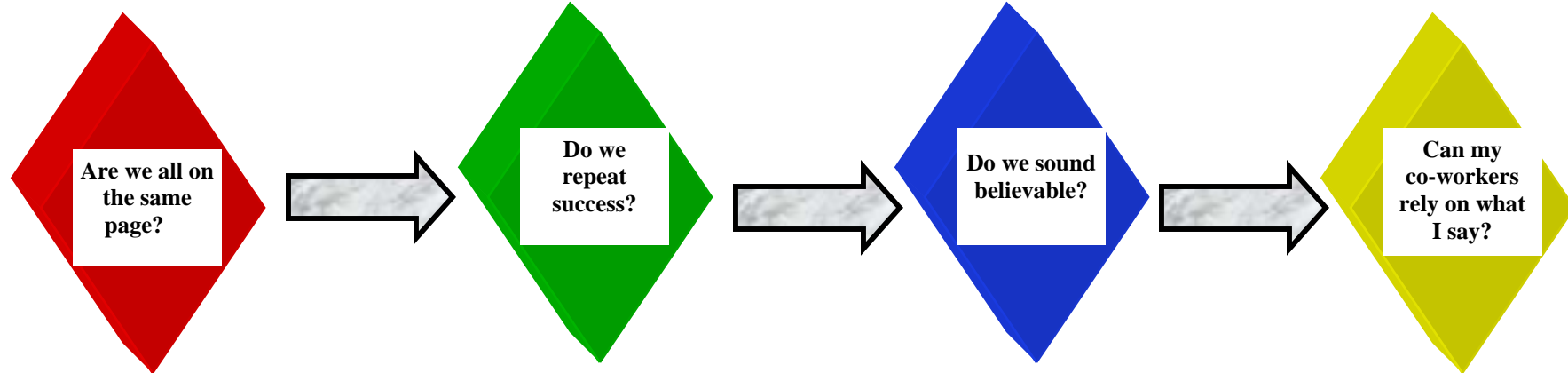
Phase One - Definition of the 4 Cs

Step 1: Continuity

Step 2: Consistency

Step 3: Credibility

Step 4: Confidence

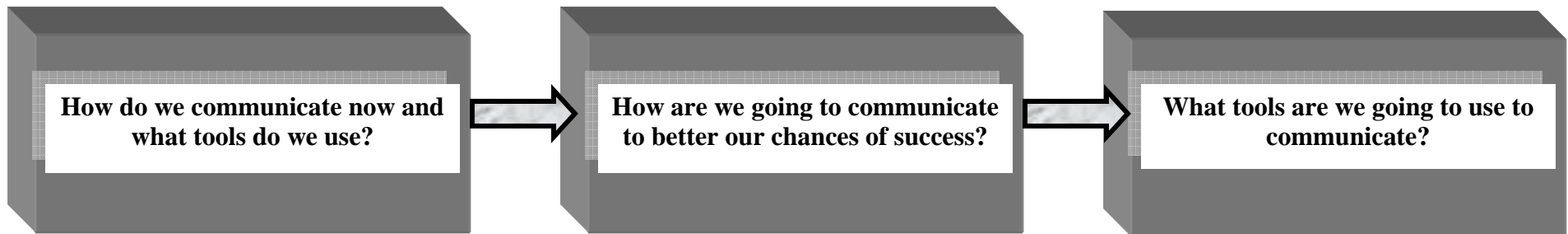


Phase Two - Define the Communication Paradigm

Step 1: Our Current Script

Step 2: Our New Script

Step 3: Create Communication Tools



Phase Three - Implement, Test and Finalize

The new communication system and tools are implemented throughout the areas represented in the Group Workshop. Once a week for three weeks the group will discuss and highlight challenges and successes, as well as make any modifications necessary to stick to the "new script". A presentation is facilitated by The Advantage Consulting Group and given to senior management to report on improvements.