

Bright IDEAS: reTool Time!



Economic times are tough these days. Many of us are experiencing the effects of this in our lives - personal and business. The good news is there's not a better time than now to start identifying and implementing improvements. Take the initiative now and drive out unnecessary costs, enhance service AND improve your bottom line.

How? It's simple. Even in an economic downturn this basic truth remains - we are all in business to deliver products or services to customers. What is most important is focusing on the customer experience like never before.

Doing the Right things Right. Period. By examining our customer interactions we can make sure everything we do does just that. And, it doesn't need to be a huge initiative.

For example, are your invoices customer driven or internally focused, what are all the ways you 'touch' your customer and how might those 'touches' be improved? Focus on the human interactions in your business and get these kinds of results:

- \$300,000 elimination of non-value added work
- \$100,000 in productivity gains
- 66% reduction in time to produce invoices
- 3.5% increase in customer satisfaction scores

Don't be like the others – reTool NOW!

At Workflow Dynamics, we've been focused on human interactions and process optimization for over 10 years! Our method and techniques are simple and straight forward. To learn more, [contact us](#) today.

Memorable Quote:

"The fastest way to succeed is to double your failure rate."

*Thomas J. Watson, Sr.
1874-1956
Founder of IBM*

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