



## REPRESENTATIVE PARTNER AND SPONSOR COMMENTS

On working with International Management Technologies, Inc.

### GOVERNMENT

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*I have never experienced a program with a higher return on investment of time and money. This is also the most clear and direct method of quality improvement I have found.”* Quentin Wilson, Director, Department of Revenue, **State of Missouri**

*The IMT concepts, methodology and tools are structured in a form that allowed us to become promptly self-reliant and have seen return on investment in a short timeframe. I am pleased with the progress our organization has made as a result of our association with IMT and look forward to even more success in the future.* Herbert J. Schardein, Executive Director, **Louisville Metropolitan Sewer District**

*For leaders in government, IMT offers a truly eye opening methodology. They will help you understand the reasons for citizen dissatisfaction and what steps can be taken to redesign services to better meet their expectations and requirements.*

*IMT has successfully applied their concepts to a needs and facility assessment for a neighborhood community association. The quality and sophistication of the information they uncovered was quite remarkable. A truly innovative and sophisticated survey instrument was developed that gave a wealth of information about the outcomes those citizens wanted from redevelopment in their community.*

*I have personally used IMT concepts to help me understand what was bugging constituents and to successfully get to different solutions that resolved their dissatisfaction.*

*I was recently nominated for an award in achieving excellence in municipal government. IMT has helped me to understand the outcomes of municipal government services from the perspective of the citizen, and how to design new, innovative approaches to achieving those outcomes.* Bob Hawkesworth, Alderman, Ward 4, **City of Calgary**

*The value/benefit from my perspective is that this presentation is simple to understand, logical and to the point. The average participant is able to walk away with something they can immediately use. You motivated them to find out what customers want, intrigued them to want to know more and gave them something tangible. Before starting any quality related activity, you need to understand who the customer(s) is(are) and what they really want. This course addresses that need and in a manner that is easily implemented.* Tom Deagen, Conference Chair, Regional Quality Manager, **NISH** (a non-profit organization with the mission of enabling disabled citizens become employable)

### MILITARY

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*During my long career, I was an intern to Dr. Edwards Deming, and was one of the few people in the world to study under and spend personal time with Peter Drucker, Joseph Juran, Philip Crosby, and Russell Ackoff. I also studied under Tom Peters and Michael Hammer. Dr. Deming was a member of my PH.D. committee. My professional assessment of Mr. Lawton's work, in comparison to those giants of the past, clearly places Mr. Lawton in a position to be today's premier thinker and practitioner of quality as defined by customer satisfaction. He causes revolutionary new managerial thinking and decision making.* Bruce E. Laviolette, Ph.D., Corporate Director of Management Systems, **Naval Air Systems Command**

## AMERICAN SOCIETY FOR QUALITY

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*IMT has a great system for conference planning and execution. Our two-day event was well attended, and it included a number of folks who we seldom see at our ASQ events. I attribute this to the descriptive publicity materials you provided, plus the meaningful topics. The logistics requirements were so well documented, it was difficult for us to fumble on our end.*

*A lot of hassle was eliminated by IMT handling the registration process. Our organization is made up of volunteers. We can't always maintain the daily vigilance and follow-up the way IMT did throughout the entire registration process, adding to the ease of doing business.*

*Everyone seemed pleased with the value they received. You also treated us extremely fairly with regards to the distribution of profits from this event. This was greatly appreciated.*

*Pre-work you provided participants helped set expectations and got people into the right frame of mind for productive learning to occur. There was a wonderful blend of activities and lecture, and you always had insightful answers to every question that was raised. The workshop notebooks complimented the class and have been extremely useful at work. Your book, Creating a Customer-Centered Culture, has also been a valuable reference since returning to the job. I'm pleased it was included with the workshop. We have since bought extra copies to pass out here at work.*

*For months, we had struggled at my company with identifying our key processes and determining what to measure to help drive improvement. The takeaways from the workshops have been a tremendous help. Our ASQ Chapter and my company are richer for the experience. Steven Ohm, A-dec, Inc., **ASQ Portland Chapter Chair***

## MALCOLM BALDRIGE AWARD

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*Your workshops exceeded our expectations. There are very few consultants we work with who provide the detailed support and emphasis on ease of execution that help make event sponsors like us demonstrably successful. WFA has a small infrastructure and working with folks like you who do what you said you would do is critical to providing our stakeholders an extraordinary experience.*

*I wanted to share with you the participant comments about your pre-workshop phone calls to them - that is indeed a "really cool practice". Most said they had never received such a call before [to personally connect with participants about their objectives].*

*Your workshop was "mind-opening experience" which challenged conventional thinking without making a confrontation out of it. I am eager for our next round! Elizabeth Menzer, Executive Director, **Wisconsin Forward Award***

## HEALTHCARE

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*Thank you for your presentation at the Third Annual CQI Conference, "Improving the Quality of Your Practice". I appreciated your challenging, thoughtful session. I am delighted that this health care professional audience adapted enthusiastically to your message. You created enthusiasm and focus for developing or expanding a customer-centered approach to delivering health care. Steven Richards, M.D., Vice President, Blue Plus, **Blue Cross and Blue Shield***

*Thank you for the outstanding job you did for the Texas Department of State Health Services this week. Your presentation was informative, engaging, and entertaining. Your model is comprehensive and compelling. You certainly opened our eyes to a powerful fresh approach to thinking about our customers, talking to them about their expectations and doing a better job of meeting and exceeding their expectations.*

*We have a great foundation now for improving the quality of what we do for customers. Thanks for all your help in moving us further down the road in our journey to creating a customer-centered culture in our agency.* David Biemer, **Texas Department of State Health Services**

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## EDUCATION

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*I've been to a number of these symposiums over the years and we've had some very good presenters. YOU, however, were the most effective that we've ever had. This was the first time that we had the morning speaker return in the afternoon [at your suggestion]. The format worked out very well.*

*Our Planning Committee will be meeting soon and working on additional training opportunities. You did such a fine job that I'm quite sure that they will want to have you back. Thanks so much for working with us. We look forward to seeing you again.*

David DeMauro, Planning Committee Chair, **California State University** Annual Quality Improvement Symposium

*Education has been producer-centered, based on the belief that the instructor knows best and the learner is a junior apprentice who must be put through the hurdles prior to being permitted into the real world. Educators must become customer focused. Education must be offered at times and places and in formats convenient to learners rather than being by the faculty, of the faculty and for the faculty. The prime value of this program was the creation of skilled champions of customerization who can facilitate change through action and example.* Dale Landry, President, **Southern Alberta Technical Institute**

More comments from partners, sponsors and participants are available at  
[www.imtC3.com Testimonials](http://www.imtC3.com/Testimonials)