

OPERATIONAL EXCELLENCE IN WHOLESALE DISTRIBUTION & MANUFACTURING



Over 20 Years of Operational Excellence Consulting

Hello, and welcome to our website!

Our objective has always been to help owners and senior managers achieve their personal and corporate goals, while aligning their company's...

- Culture
- People
- Business processes
- Technologies
- Finances

... with their strategies and plans.

We work with companies who have a similar commitment to excellence, as we do - that is, they are:

- committed to customer satisfaction
- are open to ... and welcome change
- are willing to listen to new ideas
- can objectively look at their weaknesses, both personal and throughout the organization... and
- have a drive to continually improve the organizational effectiveness within their company

At MCA Associates, we have the capabilities and experience to help effect change, with functional specialists in:

- distribution and manufacturing operations management
- sales and marketing
- supply chain management
- finance and accounting
- information technology
- organizational assessment and development...

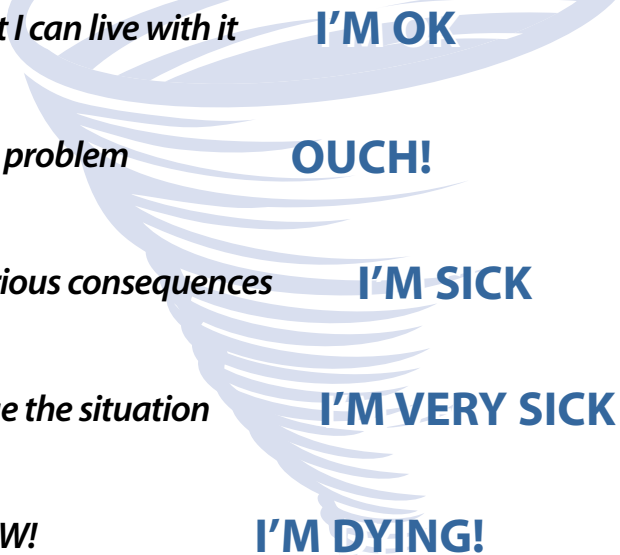
... who can effectively assist you in applying our unique "Lean Thinking" concepts.

Our goal is to bring tangible and measurable results, by providing a positive impact on revenues, profits, organizational effectiveness, and operations productivity, as well as the intangible, like, improving your quality of life, inside and outside your company.



*Howard Coleman,
Principal of MCA Associates*

We find that when a company owner or senior manager admits to some significant weaknesses in their company, often it does not mean they are actually committed to change; they may be at different levels - of a *"Funnel of Choice"*:

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- *I have a problem, but I can live with it* **I'M OK**
 - *I would like to fix the problem* **OUCH!**
 - *The problem has serious consequences* **I'M SICK**
 - *I truly want to change the situation* **I'M VERY SICK**
 - *We must change NOW!* **I'M DYING!**

If this concept makes sense to you, you can be honest about your company's weaknesses, and be open to change, we can help.

So, take a first step, while you are on our website, to investigate our

- *"Competitive Advantage Assessment" and "Continuous Improvement Model"* – it is your roadmap to *"Operational Excellence"*
- Complete our *"Preliminary Business Analysis Questionnaire"* - to help us to begin to understand your perceptions and concerns
- Read our article...*"Get Value From A Consultant"*
- Read about - *"What Our Clients Have To Say"*

We look forward to being your partner in excellence.



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