



RESULTS NOT REPORTS

AMERICAN MANAGEMENT SERVICES

TECHNOLOGY CASE HISTORY #5623

Client Profile

Founded in 1983, this \$12 million company, with 95 employees, designs and assembles electronic components and controls. Annual growth was 10-12%, but profits and quality of service started decreasing. American Management's focus was to establish and develop a middle management team, address production issues and stop the losses which had grown to \$730,000 per year.

Programs Implemented

- Redefined responsibilities of management
- Restructured production process
- Developed annual operating plans and budgets and monthly financial reporting
- Implemented a sales management program

Results Achieved

- Distribution of responsibilities increased response times, accountability, and overall performance
- Middle managers participated in decision-making
- Timely response for short delivery/long-term contracts
- Converted work force from temporary to permanent
- Identified profit improvement areas
- Implemented weekly cash control system and monthly reporting
- Implemented management structure to build/manage outside sales
- Developed compensation programs

CHALLENGES

BEFORE

AFTER

RESULTS

MANAGEMENT TEAM

Dictatorial

Team Function

BETTER DECISIONS

PRODUCTION PROCESS

Low Productivity

Improved

IMPROVED MARGIN 3%

FINANCIAL MANAGEMENT

Non-Existent

Monthly Reports

PROFIT MARGIN +2%

SALES MANAGEMENT

No Sales Force

Directed

CONTINUING GROWTH

3-YEAR CLIENT RETURN ON INVESTMENT

330%