

# BRITTEN & ASSOCIATES LLC

Building One Better Business at a Time

Britten & Associates, LLC, P.O. Box 380455, Murdock, FL, 33938, USA

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## Highlights:

- Lean Six Sigma Black Belt
- Experienced in Hoshin Planning, scenario planning, , Results-Based Accountability
- Experienced in Medical Home transformation and recognition
- Recipient of 3 Anchorage Community Service Awards
- Award of Excellence, Alaska Dep't of Environmental Conservation
- Former Chair: Anchorage Chamber of Commerce, and the Alaska State Chamber of Commerce
- Award of Excellence, Sea-Land Service, Inc.
- Veteran owned small business
- DUNS 018792004

## WHAT WE DO

- **Corporate Performance Management.** We help clients develop, leverage and integrate quality programs, continuous process improvement, planning strategies, budgeting, performance management, metrics and dashboards,
- **Management Systems.** We work with clients to ensure their enterprises achieve their objectives by helping them develop, implement or improve their organizations processes and procedures.
- **Process Improvement.** We assist our clients in identifying, analyzing and improving existing processes to meet new standards, goals and objectives. We employ lean engineering to reduce waste.
- **Planning Strategies.** We assist our client in developing and implementing comprehensive linked and aligned plans and strategies that ensure plans are always current and meeting changing needs.
- **Project Management.** We enable successful change implementation with thorough, comprehensive, coordinated and well-managed projects. We are known for our excellent project communications planning.
- **Facilitation.** We add value to meetings of all kinds by remaining neutral to the subject, being outcome oriented, planning for the specific task, understanding the group dynamics, managing resistance, promoting full participation, and by enabling collaborative decision making.

## HOW WE DO IT

- Creating true working partnerships with our clients is paramount in being able to create effective sustainable change. Similarly, creating partnerships and opening or improving lines of communication between management, project and work teams, and internal and external stakeholders is key to ensuring success in our projects.
- Our methods have been developed through years of experience and by drawing on resources from Fortune's 100 Best, Forbes and Baldrige Award winners, the International Productivity & Quality Center, the Balanced Scorecard Collaborative, the American Society for Quality, and globally recognized management organizations.

## What Our Clients Think

"An outstanding project manager. Eric's attention to detail, thorough research, tenacity and insight into implementation of change were all critical success factors."

"Eric was terrific to work with. He is patient, kind and encouraging and has a high degree of skill in designing a strategy to get a group of professionals on the same page. He is very organized as well as a strong communicator and always made certain that everyone understood the objectives and the plan."