

## ABOUT METRICS

Metrics is an organization that provides consulting services along with plug and play Business Process Outsourcing (BPO) services.

*It is our Mission to help people and organizations analyze their performance in an effort to improve and sustain their desired goals and objectives.*

- ❖ We believe that providing the best services requires the best people.
- ❖ We believe the best people are comprised of a core set of behavioral attributes and skills.
- ❖ We believe people comprised of these two attributes will be drawn to work on the most complex and challenging projects.
- ❖ We have built Metrics and Measures with these people, based on this premise. We believe these two parts reinforce our drive to move our clients from good to great.

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Metrics generates the highest possible returns for each dollar spent by responding quickly and efficiently to market changes and fluctuations, continually analyzing all key performance indicators as we recalibrate each aspect of our approach on a campaign-by-campaign basis.

**Client Service** - We work with our clients as we do with our colleagues building their capabilities and leadership skills at every level and opportunity. We bring out the capabilities of clients to fully participate in the process and lead the work after we have left.

**Confidentiality** - We don't reveal sensitive information. We don't promote our own good work. We focus on making our clients successful.

**Integrity** - We stay independent and able to disagree, regardless of the popularity of our views. We find, invent and champion unconventional solutions to problems to help build internal support, get to real issues, and reach practical recommendations.

**Diversity** - We are comprised of individuals from all over the world, with rich experience and all kinds of backgrounds and areas of expertise.

## Metrics & Measures Consulting Firm



Recognizing the Distance  
Between Good and Great!

# PRODUCTS & SERVICES

## Metrics Products

Our products are designed to motivate, cultivate ideas, enhance excellence, encourage critical thinking, and increase success. In addition, participants will develop teamwork, work ethic, business acumen, and project management.

- ❖ Professional Development:
  - Organizational Design
  - Corporate Finance
  - Coaching and Development
  - Interview Training
- ❖ Quality Program Development:
  - Root Cause Analysis
  - Failure Mode Effects & Analysis
- ❖ Resume Services:
  - Resume Critiquing
  - Resume Writing
- ❖ New Books:
  - 12 Characteristics of Corporate Success

## Metrics Services

Metrics offers a full range of services including Consulting and Business Process Outsourcing. Both small and large-scale projects can be carried out at a dramatically lower cost and with unrivaled speed-to-delivery.

- ❖ Consulting Services
  - Sales
  - Marketing
  - Operations
  - Web Design
  - Public Relations
  - Customer Service
  - Social Networking
  - Corporate Training
  - Customer Retention
  - Content Development
  - Search Engine Marketing
  - Organizational Development
  - Professional Development Workshops
- ❖ Business Process Outsourcing Services
  - Help Desk
  - Inbound Sales
  - Outbound Sales
  - Public Relations
  - Web Marketing
  - Direct Marketing
  - Customer Service
  - Content Development
  - Search Engine Marketing

Contact Metrics Today!

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People and organizations must continuously measure and analyze their performance in an effort to improve and sustain their goals and objectives. We recognize the complexity that exists in the relationship of Risk versus Performance.

We work side by side with our clients in a collaborative effort to create and implement practical solutions.

- ❖ Our strategy and improvement methodologies deliver clear and measurable improvements
- ❖ Our blend of unique management and behavioral approaches give clients proven tools to attain and sustain their goals and objectives

Whether the challenge consists of finding new avenues of growth, optimizing operations or inspiring the organization to act outside of the box, we equip our clients with the confidence that we will make an impact with them, their organization and the bottom line.

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