



# The “PEP” Effect: An Introduction

**By: Mark L. Hart**





# About SmHart

- Founded in 2006
- Specializing in webcasts and online training; organizational and needs assessments; survey development, administration, and analysis; and financial (P&L) evaluations and business valuations.
- Mission:
  - To provide organizations with education, training, and organizational improvement solutions aimed at maximizing profitability, productivity, and performance.



# Webcast Pointers

- Recorded session without “live” interaction
- Feel free to email Mr Hart with questions, comments, or suggestions
- For a copy of this presentation in Acrobat Reader format (.pdf), visit [www.SmHart.net](http://www.SmHart.net) (Services)
- Adjust volume using your computer or speaker volume setting
- Your bandwidth (internet connection) may affect slide transitions (particularly dial-up)
- Send feedback to [contact@SmHart.net](mailto:contact@SmHart.net)

# About our Speaker



Mark L. Hart  
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Mark is Vice President and Co-Founder of SmHart, Inc. He is a proven leader and innovator and his attention-to-detail, creative thinking, and results-driven focus have consistently resulted in improved client profitability, productivity, and performance. Mark has over 18 years of experience in Total Quality Management and Lean Six Sigma in operations, marketing, training, and sales consulting. Being a business owner of two successful businesses, he brings valuable insight and experience to his clients, offering them A to Z advice across all business activities. His experience has produced phenomenal results for all clients.

In addition, he specializes in several areas:

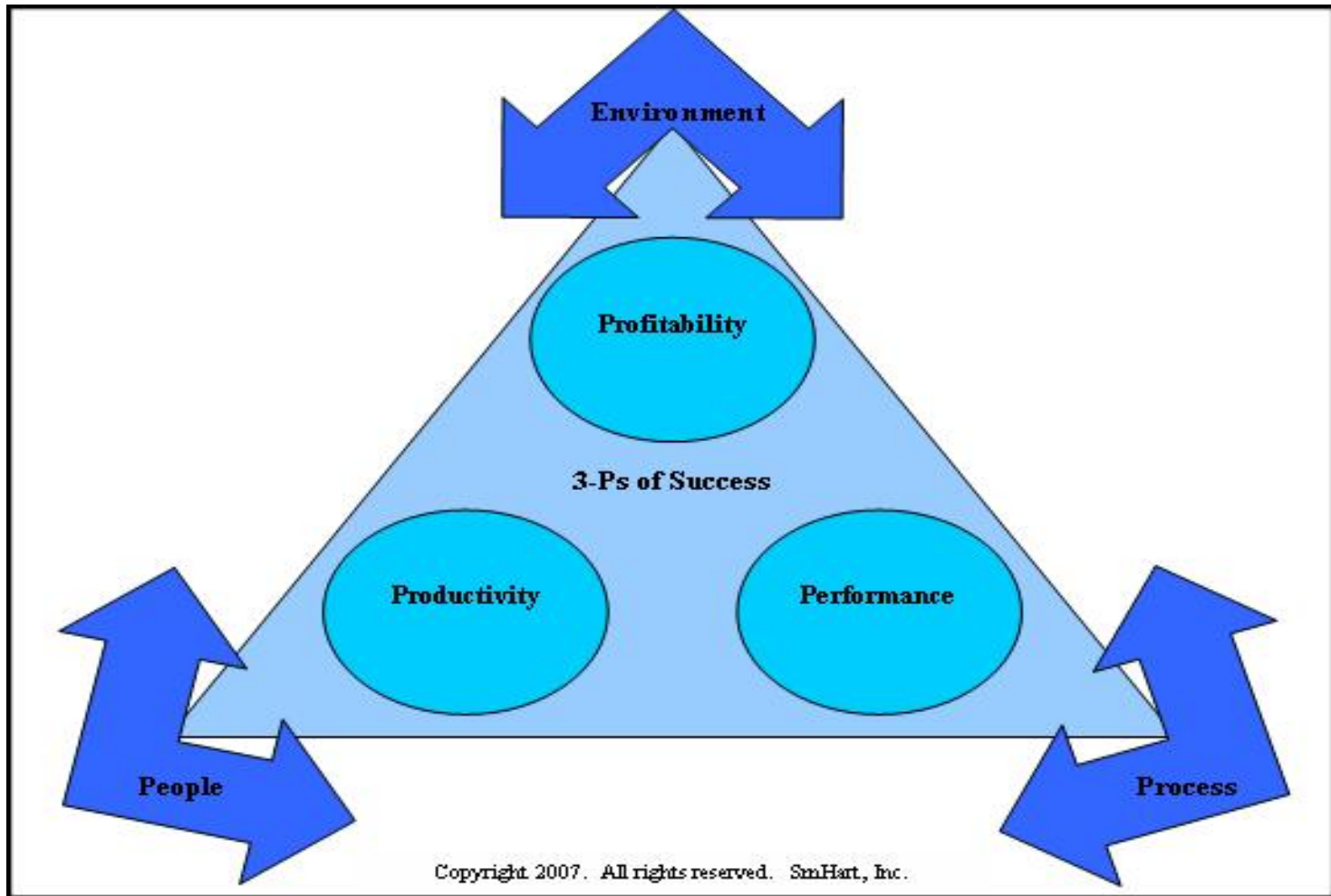
- Malcolm Baldrige National Quality Award Preparation
- Business Valuations & Development
- Customer Service – How to "Wow"
- LEAN Six Sigma Methodology
- Total Quality Management & Continuous Quality Improvement
- Leadership and Management Development
- Sales, Services, and Marketing
- Training & Development
- Project Management and facilitation



# Overview: The “PEP” Effect

- An Operations Business Model
  - The three key elements of any business, large or small, are People, Environment, and Process.
  - These elements have a direct impact on Productivity, Performance, and Profitability
  - The “PEP” Effect is a model that explores all of these elements to improve the overall operation of your business

# The “PEP” Effect





# People

“The least remembered resource.”

The “PEP” Effect explores and gives solutions for the following areas:

- Functionality of FTEs
- Recruitment
- Training Cycles
- Retention
- The Internal Customer
- The External Customer
- Application of Lean Six Sigma
- Quality of Work
- Speed of Work
- What Motivates Today’s Employee
- Leadership
- Customer Service
- Communications – Internal and External



# Environment

“You are a product of your environment.”

Perception is a reality to not only the external customer but also for the internal customer. The “PEP” Effect explores and offers solutions for the following areas:

- Service Flow
- Safety
- Government Requirements
- Facilities
- Customer Retention
- Influence of Attitudes
- Appearance as it Relates to Perception
- SWOT Analysis
- Third Person Perspective



# Process

“If it’s not broke, don’t fix it.”

Most businesses follow this mantra. However, if you are of this practice and only address process problems when they occur, there will be countless opportunities missed. Areas of focus from a “PEP” Effect Approach:

- Proactive vs. Reactive
- Root Cause Analysis
- Process Mapping
- Financial Analysis
- Benchmarking Performance
- Missed Opportunities of Production
- Production Times vs. Expectations
- Internal & External Influences



# Three P's of Success

If a business can master the three key areas of any operation (People, Environment, and Process), the end result will be:

Increased Production

Improved Performance

Higher Profitability

**“Success is a matter of one’s drive for perfection”**



# Other “PEP” Effect Seminars

- PEP Effect Basics – Macro approach to the three elements
- PEP Effect Intermediate – Identifying the opportunities
- PEP Effect Advanced – Practice of obtaining and sustaining great results

# Webcasts & Online Training

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Today Upcoming Daily Weekly

◀ October 7-13, 2007 ▶

**Sunday, October 7, 2007**  
No scheduled sessions

**Monday, October 8, 2007**

Starting Time	Topic
2:45 pm	<a href="#">The "PEP" Effect: An Introduction</a>
8:00 pm	<a href="#">Organizational &amp; Needs Assessment</a>

**Tuesday, October 9, 2007 (Today)**

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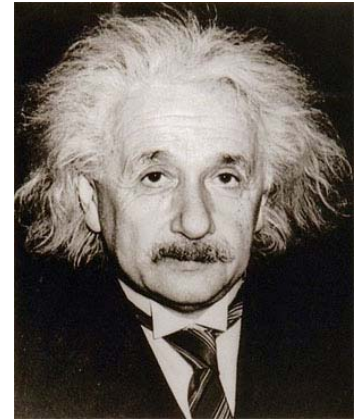
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Topic	Fee	Presenter	Date	Size	Duration	Format
<a href="#">The "PEP" Effect: An Introduction</a> Since most organizations are on a constant quest to ensure success, longevity, and customer and staff satisfaction, SmHart has developed a framework. This model ensures all primary organizational factors are considered to maximize profitability, productivity, and performance by focusing on people, environment, and process (PEP).	Free	Mark Hart	October 8, 2007	10.84 MB	23 minutes	ARF

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