# Ceptara for Small Business



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## Who We Are:

In business since 2002, Ceptara helps small to medium sized companies find and implement creative solutions that control costs and drive higher revenues. Let our seasoned managers, lean six sigma experts and certified project managers help you hone your focus and create stronger return on investment for your company.

## What We Do:

### Would you like to grow your business?

- Create a consistent image & message across channels
- Drive systematic sales
- Manage the end to end customer experience
- · Manage business 'growing pains' to achieve maturity

### Would you like to be more profitable?

- Develop a strategic plan "blueprint for action"
- Focus on key measures using a balanced scorecard
- Create a business system to drive growth and manage profitability
- Create an accountable culture focused on continuous improvement

#### Would you like your business to run without you?

- Develop a strategic plan that excites others
- Design predictable systems that drive team behavior and achieve results
- Harness the art of delegation to leverage others
- Manage the business using metrics for on-going focus on excellence

#### Do you want to increase the value of your business?

- Design a business system for near and long term financial success to sustain today and provide for the future
- Create a growing business to consistently achieve scalable results

#### Do you want to be more effective & efficient?

- Develop a lean predictable business system
- Drive fact based decision making
- Assure the team is aligned & enabled within the system
- Implement streamlined integrated information technology

## Why Ceptara

Our people are experienced in industry verticals such as technology, retail, manufacturing, financial services, aerospace, government, R&D and military. Our team has a broad understanding of many business processes and have driven billions of dollars in cost savings and revenue growth. We know how to achieve excellence!



## **Our Training**

- Personal Excellence Workshop
- Small Business Excellence Workshop
- Process Management In Depth
- Lean Six Sigma (LSS) Introduction
- Lean Practices Overview
- Six Sigma Black Belt Certificates
- Six Sigma Green Belt Certificates
- LSS Champion Overview
- Cross Organizational Facilitation
- · Compliance Mgmt, ISO, SOX, ITIL
- Performance Management
- Root Cause Analysis
- Human Error
- Custom Training Programs