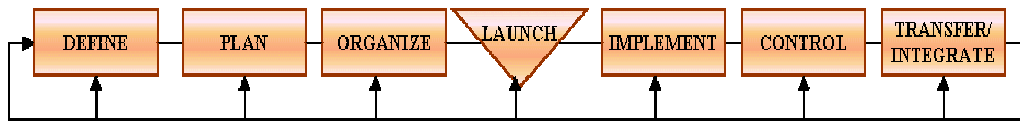


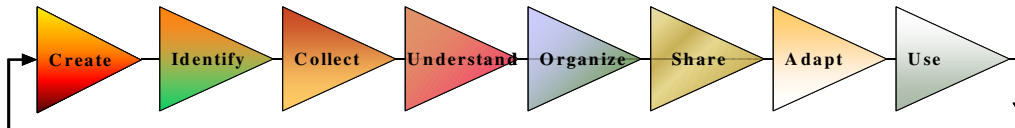
## Company Profile

7S Knowledge Express Inc. (7sKE) is a Canadian company providing expertise in Management Consulting including corporate change initiatives such as Lean, Six Sigma, and technology solution implementations since 2001. 7sKE's associates for the most part have over 15 years of industry experience improving business results through a comprehensive and integrated approach using the following services.

- Strategic Deployment and Organizational Alignment - *aligning strategy and capability to drive the organization and improve focus*
- Process Improvement and Reengineering - *effective development of optimum processes*
- Project Management - *creating the environment for lower risk and higher achievements*



- Change Management - *turning change into business advantage*
- Knowledge Management - *leveraging on intellectual property to accelerate innovation and improvements*



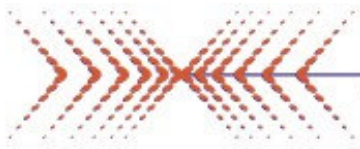
- Quality Management and Certification - *benefiting from quality methodologies and recognized international quality standards*
- Human Resource Management and Training - *turning resources into learning organization*
- Engineering Services - *leveraging on technical and innovative solutions*

**Our vision is to** enable our clients to rapidly improve performance by increasing the capability of their people, workplace processes and products through use of innovative practices and participation methods.

**Our mission is to** enhance the capabilities of our clients, and support them in transforming their organization to a more competitive one; guide organizational change through improvements in performance, profitability and customer satisfaction; exceeding their business objectives by transferring knowledge and skills, and by providing Subject Matter Expertise and continuous coaching to ensure an effective path towards achieving those objectives.

**Our approach** relies on teamwork and candid interaction with our clients, improving the way they view and manage their work, relationships and organizational structures, by bringing an honest outside perspective using proven methodologies and employing industry-experienced professionals.

**Our Attitude** is based on serving our clients by placing high expectation on our team to offer best value, high quality of personalized service, and integrity. Our focus is on **7S**: Stakeholder needs; enhancing people Skills including leadership; improving Structures and Systems including processes and products, using the most appropriate Strategies, Style, and Speed to improve business results through an integrated range of capabilities outlined in the above services.



## WHO WE ARE

Our team consists of alliances between companies and highly professional and knowledgeable consultants who's multi-functional work experience in large and medium size organizations and/or institutions (Public/private) has cemented their ability to adequately deal with different environment, structures, issues and cultures. Our industry backgrounds, affiliations, and combined global network benefit our clients to meet their specific needs within and outside North America as appropriate.

We bring best practice knowledge content and subject matter experts in the following fields:

- Human and Organizational Development including Change Management and communication specialists
- Strategic execution, and Performance Management
- Process Management, Lean and Six Sigma, Theory Of Constraints, kaizen
- Project Management
- Operations Management
- Industrial and software Engineering
- Innovative technology solutions, including Business Intelligence

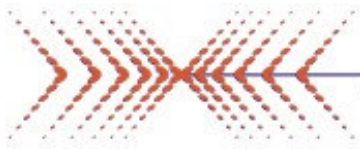
Our industry experience in Aerospace, Aeronautical, Space, and Military are equally applied to Healthcare, Pharmaceutical, Mining, and Service Industries. Our services use the best practices and proven methodologies employed within North America and Europe.

## **President Profile**

**Marjaneh (Marsha) Pourmand** is a senior project manager and consultant specializing in process management and re-engineering, and related organizational development. She has over 20 years of professional experience including implementation and management of change and improvement initiatives using Six Sigma, Lean Manufacturing, Kaizen and recognized international Quality standards. She applies such techniques as well as strategic solutions to define the big picture and micro level actions that are required to execute any mission for sustained improvement and growth.

Following her graduation in electrical engineering, she worked in large Canadian organizations in Aeronautical, Military and Space industries, in international multi-system programs, where she led various functions and established effective quality management systems enhancing productivity and quality both internally and at major subcontractors, leading to customer and regulatory satisfaction and certifications. This experience has built her the foundation for strong systems and business knowledge across a broad range of general operations and management functions, and for her ease within multicultural complex environments.

Prior to establishing her consulting practice, Marjaneh was Quality System Manager at Bombardier Aerospace where she implemented and certified Quality Management System for a newly constructed aircraft Maintenance Organization in Dorval, Quebec, based on ISO 9001 and Transport Canada requirements. She led several improvement projects including development and upgrade of all process standards and procedures for the manufacturing and maintenance operations, before receiving her Master Black Belt training from Dr. Mikel Harry at Six Sigma Academy, Phoenix, Arizona. Subsequently, her role as a member of the senior management team, included Champion training, selection and mentoring of Black Belts and Green Belts; delivery of training in Six Sigma and Change Management to management staff and over 400 employees within Aerospace group. She has extensive experience in



transactional (service), engineering and manufacturing projects as well as designing new processes using Six Sigma and Lean concepts, improving efficiency, productivity and client satisfaction objectives realizing savings of nearly 50\$M.

Her knowledge of system implementation, strategic execution and proactive mindset, and ability to see the big picture, as well as knowledge of effective ways of dealing with resistances and setbacks consistent with large change initiatives in complex organizational structures has been invaluable in implementing effective change initiatives. She also has extensive practice in designing training modules and workshops with hands-on experience in development of instructional methods aimed to improve adult learning in a classroom and e-learning environment.

As an independent consultant Marjaneh possesses a strong generalist background combined with creativity and agility, permitting her to successfully complete unusual assignments and major project implementations. She has superior conceptual abilities, organizational and planning skills that will be critical to the success of any initiative. She strives to offer value to her clients by relying on her leadership and interpersonal skills and ability to transfer knowledge to others.

Her multifaceted experience and analytic approach based on an integrated evidenced based approach and her thorough evaluation methods provide valuable and efficient ways to resolve organizational challenges at any level and within any context.

Sample areas of strength include the following:

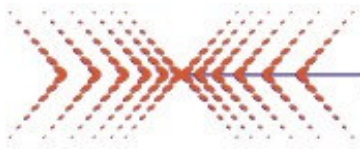
- Cycle time reduction in transactional/Manufacturing processes
- Organizational assessment and evaluations for execution of strategic vision
- Performance management and organizational development
- Questionnaire design and analysis
- Process management and analysis
- Process Benchmarking and Knowledge Management system improvement
- Root cause analysis, error proofing and corrective and preventive action system implementation
- Customer Relationship Management CRM diagnostic
- Supply Chain Management and optimization
- Balanced scorecard and metrics implementation
- Project management practices, risk analysis and planning
- Configuration and data/document Management system implementation
- Lean six sigma training and coaching

In her Six Sigma deployment experience, which includes strategic planning function and balanced scorecard/metrics definition, she has developed effective techniques to prioritize, select, and align major cross-functional improvement projects with strategic goals; estimate project cost savings; and resolve top priority organizational issues, always focusing on what matters most for the organization and its customers.

Marjaneh (Marsha) Pourmand has a Bachelor degree in Electrical Engineering with specialization in Computer Engineering, and certificates in Executive & Advanced Management Courses from McGill University. She is a senior member of the American Society for Quality and its past Chair of Six Sigma and Change Management (2004-2005). She is also a member of Quebec Organizational Development group based in Montreal.

Past experience for Marjaneh includes working with the following major employers:

- Bombardier Corporate; Bombardier Aerospace, and Bombardier Transportation



- Spar Aerospace (NASA, ESA, Matra Marconi, Cdn Government/DND)
- Oerlikon Aerospace (Cdn Government/DND, Oerlikon Buehrle, Contraves Italiana, Contraves Zurich, McDonald Dettweiler, Litton Systems, Martin Marietta, and Loral space)

## EDUCATION AND TRAINING

- 2000 Six Sigma Master Black Belt Certificate, Bombardier Inc. (Training provided by Dr. Mikel Harry Six Sigma Academy, Phoenix, Arizona)
- 1999 Executive Management Certificates (EMC, AMC), McGill University, Montreal
- 1998 Six Sigma Black Belt Certificate, Bombardier Inc. (Training by Smarter Solutions Inc.)
- 1985 **B. Eng. in Electrical Engineering**, McGill University - Computer Engineering specialization

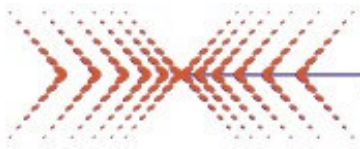
## SKILLS AND SPECIALIST KNOWLEDGE

- Strong analytical and design experience with transactional, engineering, and manufacturing processes – using six sigma methodology, Lean, and related tools, leveraging on practical applications and mixture of best practices, improving business results
- Strategic planning and alignment; balanced scorecards and metrics definition and measurement
- Extensive project management and change management experience– foresight to risk mitigation
- Excellent knowledge of supply chain management throughout the business operation as well as ERP based environment
- Excellent knowledge of Human Resources Management, specially performance management and measurement, recruitment, and training processes
- Strong presentation skills in dealing with various level of organization; leadership and interpersonal skills with ability to transfer knowledge to others with a contagious enthusiasm for continuous improvement

## PERSONAL

Canadian Citizen; NATO Secret Clearance  
Senior member of American Society for Quality (ASQ)  
Member of Quebec Organizational Development Group (DOD Quebec)

Languages: English, Good knowledge of French, others



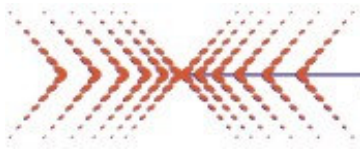
## WHAT WE CAN DO ?

Our creative and integrated approaches give priority to client's satisfaction for our clients and their organization by involving people, process and product, providing value and dedicate service. We rely on using best-in-class knowledge to support our clients' organization to *improve business results and sustain growth in revenue, competitiveness, and efficiency/productivity, as well as growth in customer base*. Our experience helps organizations to benefit in the following ways:

- Resolve operational, administrative and technical/clinical issues,
- Reducing processing time or time to deliver, i.e. delivering more efficient, and consistent services
- Improving productivity of a group and/or system installations
- Improving quality and safety & security of services, processes, and facilities
- Reducing cost such as operating cost or process cost
- Increasing overall satisfaction of customers and employees
- Alignment and accountability of overall organization or teams
- Execution of viable and long term organizational strategy and/or key corporate initiatives
- Maintaining the knowledge management process and retaining the organizational best practices and evolved knowledge
- Improved and safer workplace,
- Satisfied and committed workforce, leading to staff loyalty

## How?

- By integrating proven methodologies to define winning change strategies that suite client's immediate and long-term needs
- By working closely with our clients and coaching them through the change roadmap and as required provide the subject matter training either through our resources or other partners
- By eliminating non-value added activities, waste and duplications in processes
- By implementing the right flow of information and hand-off between and among processes, systems, and departments
- By addressing the root cause of the problems in order to cure and not temporary fix
- By aligning the responsibility and information flow for maximum efficiency in doing the tasks
- Optimizing bottle necks and serial/parallel processing
- Optimizing capacity and resources for the right amount of input and output
- Defining the optimum process based on expected number of clients/users served
- Reducing variation in the processes and keeping the deviations from standard practice to minimum
- Providing means of quick traceability to applicable regulatory policies and requirements/standards/procedures
- By improving performance evaluation and feedback process, including communication
- By providing technology implementation through partners or others that facilitate productivity and ease of operation
- By improving culture and knowledge of organization
- By providing complementary and/or temporary capability and knowledge in areas of our expertise, including independent project management to evaluate and monitor initiatives at clients

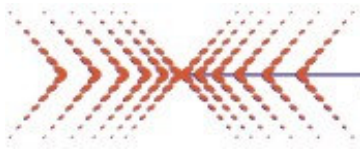


### Offered Training, Seminars/Workshops as well as related services

- Six Sigma Improvement (DMAIC) – for improving existing operations and processes
- Six Sigma Design (DMADVC) – for designing new processes
- Lean Manufacturing
- Project Financial Analysis
- Project Management
- Process Management and Metrics implementation
- Process Mapping and Modeling
- Benchmarking
- System Audit for improvement
- Cost Of Quality
- Root-cause Analysis and Corrective Action, including mistake proofing
- Reliability analysis
- Balanced scorecard
- Facilitation techniques
- Effective Communication
- Conflict Resolution
- Effective Meetings
- Team Building
- Change Management Methodologies
- Quality Function Deployment (QFD)
- Effective procedure writing
- Engineering technical training (offered based on specific needs of the client)

### Specialized Areas of Services

- Training and development
- Operational and supply chain diagnostic
- Business process re-engineering and optimization
- Establishment of balanced scorecards and performance measures
- Development of implementation programs, and Program/Project Management practices
- Knowledge Management system and processes
- Evaluation of technology solutions, business case development, vendor negotiation
- Vendor evaluation and quality survey and monitoring services (manufacturing and supply)
- Business Continuity and sustainability



## HOW WE WORK

Understanding the client's organization, its culture, strategy, goals, challenges and core values is paramount in our partnership to determine the right solution. We begin with understanding clients' needs either through initial assessment and interview process or receipt of a specific mandate for a given condition or task. Depending on the needs we initiate the work under a project-based approach.

Simply put, we start defining the project, its scope, definition of the issues at hand and the objectives, formulating a project plan that includes, as a minimum, the summary of the mandate, deliverables, schedule, team, and budget. The best practices and methodologies are utilized in defining and managing the project. Implementation strategy is then agreed upon with the client and project authorization is obtained from the stakeholders.

The project team is then established consisting of client's appropriate representatives and one of our principal or senior consultants. Support members to the project are also provided on an as-required basis and may include:

- Senior project managers and implementation consultants
- Organizational Development experts, focus group facilitators, and coaches
- Certified Six Sigma and Lean experts,
- Certified ISO auditors
- Industrial designers and analysts
- Engineers, Configuration Management and Calibration System experts, technical writers
- Financial and tax consultants (for those projects qualifying for tax refund or special grants)

The duration and timeline for the project is determined with our client as appropriate to engage our services for full-time, temporary, part-time, or tactical (week-end or short period) time frame. We rely on progressive evaluation and feedback to ensure alignment and satisfaction with the client.

We believe proper closure and hand-off is as important as project start, therefore our completion stage of any mandate includes post-mortem review and lessons learnt analysis in addition to the final summary report. As applicable, follow-up evaluation is held within 2 to 6 months after project completion (variable based on the project and its duration) to measure improvement and sustainability of the results at the client's site.