

## Some TPS and PBSC Engagements

Client Background and approach	Reason	Results
<p><b>COA</b> (Department of Justice, Centre for coordination Asylum Seekers) Dordrecht, Netherlands</p> <p>Personal coaching of the middle management based on the Personal Balanced Scorecard, Jan – May 2003</p>	<p>Low employee satisfaction Low motivation Low employee performance Relative high absenteeism</p>	<p>Improved employee satisfaction and higher motivation of middle management. Higher labor productivity.</p>
<p><b>Schiphol Airport</b> Amsterdam, Netherlands</p> <p>Reference: Floor manager, Mr. Bert Stroboer</p> <p>Personal coaching of 10 floor managers based on the Personal Balanced Scorecard, Jan-may 2004.</p>	<p>Low customer satisfaction</p>	<p>Department now has best results in Customer Satisfaction Survey</p> <p>Floor management has the highest customer satisfaction level at Schiphol Airport. Improved self-awareness.</p>
<p><b>LogicaCMG</b> UK/Dutch IT company with 3000 consultants</p> <p>Small pilot project; Personal coaching of consultant based on the Personal Balanced Scorecard. Pilot started Nov/early Dec. 2004, finalized April 2005</p> <p><b>Reference: Mr. Edwin A. van Vliet</b> <b>Phone: +31-651801924</b> <b>E-mail: <a href="mailto:edwin@vanvliet-vansilfhout.com">edwin@vanvliet-vansilfhout.com</a></b></p>	<p>Pilot with problem employee, about to be fired:</p> <ul style="list-style-type: none"> <li>• not engaged</li> <li>• negative attitude</li> <li>• negative relationship with colleagues</li> <li>• low consultant revenue</li> <li>• low customer satisfaction</li> <li>• low hourly production</li> <li>• bad performance ratios</li> </ul>	<p>Productivity and work attitude very much improved. Higher motivation and inner involvement. Personal coaching has saved his marriage Taking the responsibility to improve himself and has selected another goal to work Improved self-awareness.</p>
<p><b>ArboUnic</b> Largest government related consulting firm in the Netherlands on employee working environment. Reference: Mr. Peter Dona (CEO) Addresses absences for illness because of working conditions: the government moved to state what the new conditions are. Two projects: 1) Two day workshop for management team (10 senior managers) in March/April 2004. 2) As a result of the workshop, Personal coaching of 9 Management Consultants based on the Personal Balanced Scorecard.</p>	<p>Low employee satisfaction Low motivation Low employee performance Low commitment</p>	<p>Improved employee satisfaction. Improved motivation and inner involvement of employees. Higher labor productivity.</p>
<p><b>InHolland University</b> Large university in the Netherlands. Reference: Ms. Lilian Callender (CEO) <b>Phone: +31-621841085</b> <b>E-mail: <a href="mailto:lilian.callender@INHOLLAND.nl">lilian.callender@INHOLLAND.nl</a></b></p> <p>Personal coaching of Management Board members based on the Personal Balanced Scorecard and formulated the Organizational Balanced Scorecard (OBSC). February –March 2005</p>	<p>Inefficiency Fear Lack of trust in management team Low employee satisfaction Low motivation</p>	<p>Trust reinstated Open communication and less fear Improved motivation of board members. Follow-up of this successful pilot project will be in the first quarter of 2006; organizational change based on TPS.</p>

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<p><b>Lucent Technologies, Netherlands</b></p> <p>Reference: Mr. Ronno Holtslag Director supply chain strategy EMEA Internal TPS seminar June 2005</p>	<p>Very much interested in TPS and PBSC Low employee satisfaction Low employee performance</p>	<p>Implemented PBSC themselves after internal seminar. Effective talent management</p>
<p><b>Nokia Headquarter in Helsinki, Finland</b></p> <p>Reference: Therhi Kauppi, HR manager Internal TPS seminar October 2004</p>	<p>Very much interested in TPS and PBSC</p>	<p>Implemented PBSC themselves after internal seminar.</p>
<p><b>Gifts in Kind International in Washington, USA</b> The 3rd largest charity in the U.S. Reference: Mrs. Susan Corrigan</p> <p>Personal coaching of managers based on the Personal Balanced Scorecard and implementation of talent management based on TPS. Executed by Eleanor Lester <a href="mailto:e.lester@tps-international.com">e.lester@tps-international.com</a> and Dr. Regina Bowden <a href="mailto:rbowden@ameritech.net">rbowden@ameritech.net</a>. May – August 2005</p>	<p>Ineffective leadership Low employee performance</p>	<p>Improved performance, leadership skills, and motivation.</p>
<p><b>Thuiszorg Kop van Noord Holland</b> Homecare agency in the Netherlands; 3000 employees Reference: Ms. J. van den Berg</p> <p>Personal coaching of Management Board based on the Personal Balanced Scorecard and formulation of the Organizational Balanced Scorecard (OBSC). June-July 2004</p>	<p>Inefficiency Low employee satisfaction Low labor productivity Low commitment</p>	<p>Higher efficiency Higher labor productivity Improved self-awareness</p>
<p><b>GERDAU Group</b> Brazil's largest steel group, References: Mr. Gerdau (Chairman) and Mr. Francisco Deppermann (Technical Director) Internal TPS seminar September 2005</p>	<p>Very much interested in TPS and PBSC</p>	<p>Implemented PBSC themselves after internal seminar. Will be one of the first TPS certified companies in Brasil.</p>
<p><b>ABN Amro Bank, Asset Management, Netherlands</b> Amsterdam Reference: Mr. Han Mesters (Sr. Investment Analyst. Equity Management) <b>Phone: +31-651301051</b> <b>E-mail: <a href="mailto:han.mesters@nl.abnamro.com">han.mesters@nl.abnamro.com</a></b></p> <p>Personal coaching on individual basis, based on the Personal Balanced Scorecard in 2004</p>	<p>Improvement productivity through employee satisfaction and improvement customer satisfaction</p>	<p>Improved self-awareness and productivity.  Follow-up of this successful pilot project will be in April 2006. PBSC will be implemented within the department.</p>
<p><b>ABN AMRO Bank, Netherlands</b> Centraal Ondernemingsraad Reference: Mr. Dennis Lapar Phone: +31651301846 E-mail: <a href="mailto:dennis.lapar@nl.abnamro.com">dennis.lapar@nl.abnamro.com</a> Internal PBSC seminar and Personal coaching, based on the Personal Balanced Scorecard</p>	<p>Enhancement of employee satisfaction</p>	<p>In progress.</p>
<p><b>Police force Heusden-Zolder</b> Belgium</p>	<p>Inefficiency Low labor productivity</p>	<p><b>Implemented TPS themselves after internal seminar.</b> First</p>

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Reference Mr. Willy Smets (Police Chief)  Internal TPS seminar August 2004.		Belgian police force to receive Baldrige award – EFQM- based on TPS. Was published in major Belgian HR magazine (translation available)
<b>City of Amsterdam</b>  Netherlands  Two TPS projects: 1) Personal coaching of operational employees at the city coordination department (at the lowest organizational level) during July-October 2005, based on the Personal Balanced Scorecard. Reference: mrs. Jolanda Farenhorst (HR-manager) <b>Phone: +31-205530378</b> <b>E-mail: <a href="mailto:Jolanda.Farenhorst@stadstoezicht.amsterdam.nl">Jolanda.Farenhorst@stadstoezicht.amsterdam.nl</a></b>  2) Personal coaching of senior managers at Controlling department during August-November 2005, based on the Personal Balanced Scorecard. Reference Mr W.J. Schans (manager Bestuursdienst)	Low employee satisfaction Low motivation Low employee performance	Improved self-awareness, higher motivation, and improved employee satisfaction.
<b>Bank of Montreal in Canada</b> Personal coaching of middle management , based on the Personal Balanced Scorecard. Executed by Bob Angel <a href="mailto:b.angel@tps-international.com">b.angel@tps-international.com</a> April – June 2006	Enhancement of employee satisfaction and performance	Client is very much satisfied with the results of the PBSC process.
<b>Directorate for Joint Training, GOTEVOT, Riyadh, Kingdom of Saudi Arabia</b> Reference: Dr. Sharif Elabdulwahab Phone: 966 1 491-4164 E-mail: <a href="mailto:sqw02@yahoo.com">sqw02@yahoo.com</a> Internal TPS seminar; first step in the implementation of TPS. February 2006	Personal leadership development of senior managers based on the PBSC	Follow up in 2006/2007
<b>ANJ Agri, Indonesia</b> (large agriculture company) Reference: Mr. Abi Jabar Phone: 966 1 491-4164 E-mail: <a href="mailto:abi.jabar@austindo.co.id">abi.jabar@austindo.co.id</a> Internal TPS seminar; first step in the implementation of TPS. April 2006	Enhancement of employee performance	In progress.

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