



Pause.

The pressures of today's business environment are intense. We face new challenges posed by international competitors, rapidly advancing technologies, and our customers' simultaneous demands for sustainability, quality, convenience and low cost. In this shifting marketplace, it's easy to lose sight of our long-term goals. When was the last time you stopped to really take a look at your business?

Take Stock.

PROBE is a self assessment tool that captures a 360° portrait of your business' current level of performance and compares it with those of your peers. PROBE works by benchmarking the data that we collect about your company, against data contributed by more than 8500 – companies worldwide. Your company's business practices are assessed to best practices & standards such as ISO9000, ISO14000, AS9100; from respected awards like Malcolm Baldrige; from teachings of Deming and from lean manufacturing work of Shingo and Womack.

By comparing your company's practice and performance to proven international best business practices, you'll gain a clearer view of how to leverage your strengths and break down the barriers to sustainable excellence.

Move Forward with Intention.

Excellent processes deliver sustainable excellence, and sustainable excellence delivers customer loyalty and retention, profitability, and a more engaged and effective workforce.

It's easy to start moving toward these results.

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A PROBE Assessment can take as little as a day and a half, and can utilize as few as a single employee. Or, an entire cross-functional team can take several days to collaborate on the assessment. It's up to you, and depends on what point of the excellence journey you're on.

What is the PROBE Process?

1. A cross-functional/multi-layer team is created.
2. These individuals respond to a questionnaire that examines processes and performance
3. The team meet as a team to gain consensus
4. PROBE facilitator meets with team to unpack its responses and analyze the resulting data
5. PROBE facilitator delivers a written report with action items
6. PROBE facilitator meets with leadership team to develop an action plan and implementation strategy

What Do We Gain From It?

- Business knowledge that is directly and quickly applied
- Viewpoints from different areas and levels of the organization
- A team that is motivated and engaged in creating business strategy
- Forward trajectory and accelerated action for implementation
- A clear idea of what you stand for, what you're planning to achieve, and how you're going to achieve it

Collaborate with the Industry Experts.

Our extensive partnerships with business, industry, education and government empower a unique culture of collaboration that provides broad access to cutting-edge expertise, research and technology. Our technical experts and experienced industry specialists engineer and implement strategies to increase productivity, promote growth and enhance performance, and our track record of bottom-line results gives our clients the confidence to implement our proven high-performance solutions.

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Industry Expansion Solutions

Industry Expansion Solutions (IES) is the engineering-based, solutions-driven, client-focused unit of NC State University. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.

Grow Your Business With Confidence. Contact Us Today.

Visit our website: www.ies.ncsu.edu to find the IES Regional Manager nearest you. Contact us by phone: 1.800.227.0264 or email: iesservices@ncsu.edu

*Produced in the US; March 2015
Publication Number: SB-0316-0038.00*

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