



DRIVING A CULTURE OF COLLABORATION

- **Client:** A large utility company
- **Opportunity:** Deploy a standard approach for collaborative problem-solving across the entire organization
- **Approach:** Engaged problem-solving teams in Action Forum (Workout) events of 2-4 days, solving problems for the company and its customers
- **Results:**
 - "Implementation Partners' process has involved almost half of the employees... it's saved or avoided over \$300 million... and has a cost/benefit ratio of \$124.50 saved for every dollar spent. To me that's a pretty good investment."
[Jim Eaneman, Pacific Gas & Electric — San Francisco, CA]