

Helping Clients Reduce Uncertainty

When people ask me what I do, I reply, “I help my clients reduce uncertainty regarding the decisions to make and the actions to take in a given situation.” And I do so quickly. I am typically brought in when the client is stuck and isn’t sure what to do. I work with the people of the organization to help them quickly figure out why and how things work the way they do (or don’t, as the case may be), and then, together, we just as quickly figure out how to make them work if they’re not working – or how to make them work better if they are.

How do I do that? Well, more than one client has told me that I have an unusual knack for coming quickly to the heart of a matter. Moreover, I can do so in a wide range of situations.

What is meant by “work better”? A host of things:

- Faster, more productively, more results or output in relation to the resources used
- Fewer resources, more efficient, less costly
- To higher standards, improved quality
- Less waste, again more productively

But I’m more than just a Mr. Fix It or repairman – much more.

I do what I do in all kinds of businesses, organizations, industries, functions, and departments, and working with all kinds of employees at all levels of the organization.

My personal specialty is Solution Engineering – a proprietary form of problem-solving. For more about that, see the [Solution Engineering](#) section of my web site. I am also reasonably knowledgeable when it comes to the systematic study, analysis, repair, design, redesign, construction, and modification of all kinds of systems, whether hard or soft. And systems are everywhere. It isn’t all science and technology; intuition and insight are key components, too.

So, if there’s something in your organization that’s not working to your liking, I can probably help you and the people in your organization figure out how to make it work better and perhaps even better than you wanted or were expecting. For a couple of examples of “Big Wins” click [here](#).