



**Hertzler Systems Inc.®**

*Turning Data into Knowledge*

- Products
- Solutions
- Training
-  Consulting

# Uncovering your Gap to Entitlement

"With some intense work inside our factory, the Hertzler team was able to deliver a very powerful executive report outlining what they observed and recommended action steps to first get everyone on the same page and to rally the entire team to go after quality improvement with a united front."

Larry Coburn  
Sr. VP Operations  
Crown International

## Your entitlement: The Data Driven Organization

Does this describe your business?

*"We always know exactly what is happening in our organization. We have up-to-the-minute knowledge because I get warnings of trends and anomalies in real-time. At the same time, I don't have to wade through a lot of noise; only the significant issues rise to the top. Summary information is easy to understand, and supporting details are available instantly. We know where to focus our precious resources to get the best results. We pay almost nothing for this knowledge."*

The Data Driven Organization has the right data, in the right form, and it has it right now. Sadly, even today the Data Driven Organization is still unusual.

More often this is how businesses actually function:

*"We have tons of data and very little knowledge. Our data is in databases and spreadsheets - little silos of data - all over the company. These silos make it just about impossible to use the data, or to link these little systems together. Typically we have to spend hours exporting, scrubbing and massaging the data to get something useful. Because it is so hard to get to we usually do it just for special studies. This means the data is usually pretty old by the time we get to it."*

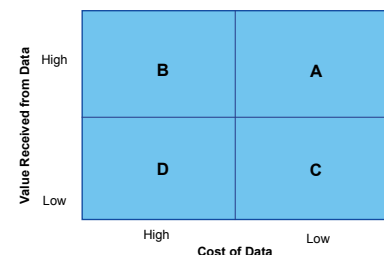
If this second description fits your company, you have an opportunity to close your Gap to Entitlement. You're entitled to the Data Driven Organization.

### Data Cost / Value Matrix

The Data Cost / Value Matrix provides a useful framework for understanding the maturity of your quality data system.

Data driven organizations get high value from their data and data systems and at a very low cost. They belong in Quadrant A on the Matrix. Moving to Quadrant A is critical because, as one business leader put it, "Real-time access to accurate, actionable data is the number one tool that has enabled us to move to a data driven culture."

Data Cost / Value Matrix



Organizations that fall in the other quadrants are sub-optimized in achieving their business goals. Either they pay too much for their data (because they have to work too hard to get it) or they don't make very good use of the data they do get.

"Real-time access to accurate, actionable data is the number one tool that has enabled us to move to a data driven culture."

Royce Binion,  
Operations Manager  
BAE Systems Controls

"We were very pleased with the eye opening experience and are now implementing the recommendations from Hertzler Systems."

Larry Coburn  
Sr. VP Operations  
Crown International

The Data Cost / Value Matrix is one of the primary tools used during a Hertzler Systems Gap Analysis to help you identify your Gap to Entitlement.

Hertzler Systems' Quality Systems Gap Analysis will objectively assess the performance of your quality data system and identify your opportunities to improve. Whether you're in a crisis with a burning platform, or you're concerned about storm clouds gathering on the horizon, the Gap Analysis can help you uncover how your data system is affecting your business and what you can do about it.

### Methodology

During a Hertzler Quality Systems Gap Analysis our seasoned business professionals conduct an on-site assessment. Our team will:

- \* Review your current quality data system and data management processes for timeliness, accuracy and granularity of data.
- \* Evaluate the effectiveness of your use of data for continuous process improvement.
- \* Compare current performance with readily-available data from other similar businesses.
- \* Review the effectiveness of use of tools such as MSA, FMEA and others.
- \* Evaluate the alignment of strategy, culture and tools to deliver optimum yields.
- \* Evaluate your organization against the Data Cost / Value Matrix and offer recommendations to improve your performance.



### Deliverables

The Hertzler Systems Gap Analysis culminates in a written document and an on-site presentation outlining findings to the Project Sponsor and the business leadership team.

**How to request a Gap Analysis**  
For more information about the Hertzler Gap Analysis, or to schedule your Gap Analysis, please call 800-958-2709.



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