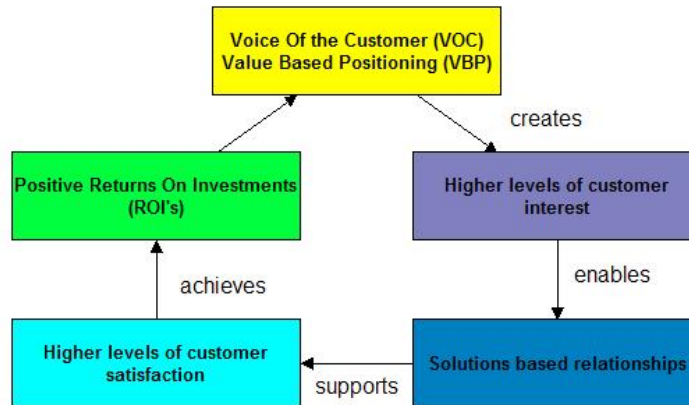


ROI Strategic Business Solutions (ROI SBS)

Solutions that produce positive returns on your investments



ROI SBS - Voice of The Customer (VOC) process

Featured on The Feldman Report - WWJ News Radio 950 AM

We have more than 30 years of knowledge and experience helping organizations get in with decision makers, shorten sales cycle time, increase revenue and customer interest. Our process is designed to educate your staff so that they will achieve higher returns on your investments – everyday. Below are a few of our value added services:

- Assessments – Current State
- Strategic Planning – Future State
- Strength, Weakness, Opportunity, Threat (SWOT) Analysis
- Market Research
- Customer Feedback Research
- Product/Service Quality Feedback Research
- Sales/Marketing/Business Development – Process Development
- Customer Map Development
- Value Statement & Presentation Updates
- Social Media & Website Design Support
- Executive Level Networking and Introductions
- Workshops & Coaching for Executives, Managers, Sales Staff, Call Center, Customer Support
- Implementation & Follow-up Support

Product Quality Quote - \$46 billion dollar Retail Company (1300 Store Locations)

"Rick - As a result of your e-mail we reviewed this product and have decided that the quality isn't up to our standards. We are asking the stores to remove the product from the shelf. You saved many other customers the time and frustration of dealing with the same problems".

- SVP Product development & Global Sourcing

ROI Strategic Business Solutions

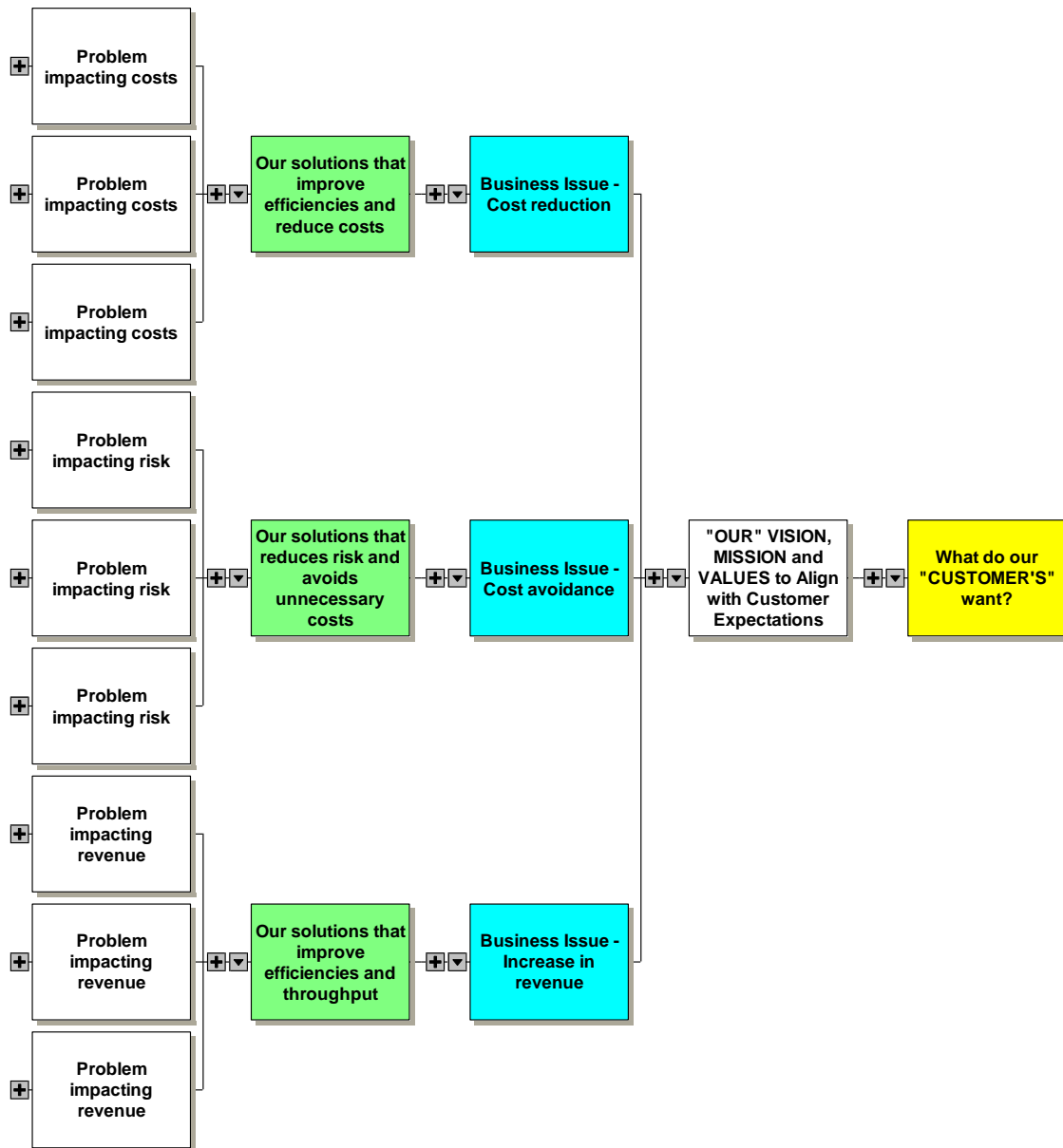
Warren, Michigan, Ph: (586) 524-1653, Email: rvenet@roisbs.com

BUSINESS DEVELOPMENT SALES PROCESS & WORK SAMPLES

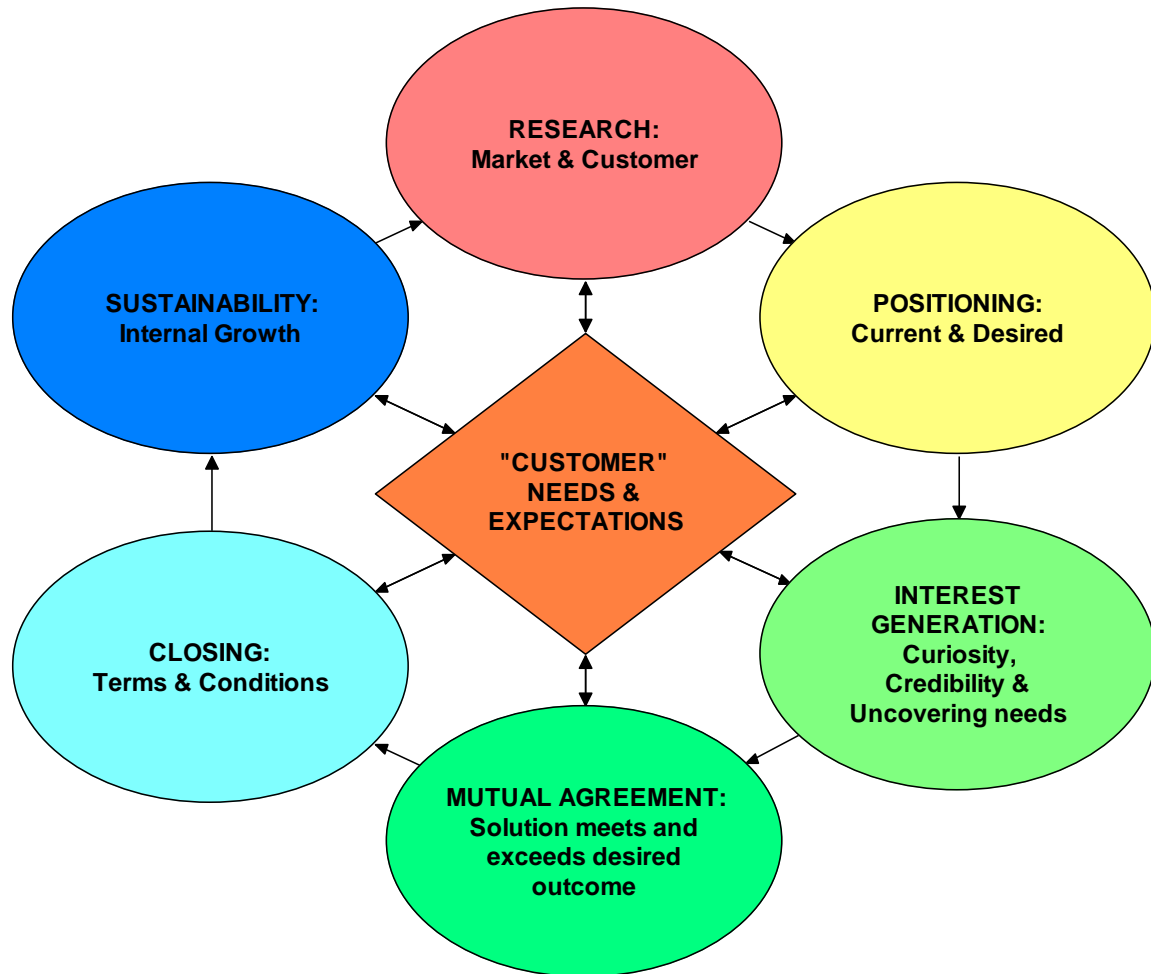
The following information includes a few graphical illustrations of our successful models for improvements in Operations, Customer Satisfaction, Business Development and Sales & Marketing.

After completing an initial assessment of the current and future (vision) state of a clients business, we would develop a focused model that augments existing efforts and strengths to eliminate waste and increases customer value.

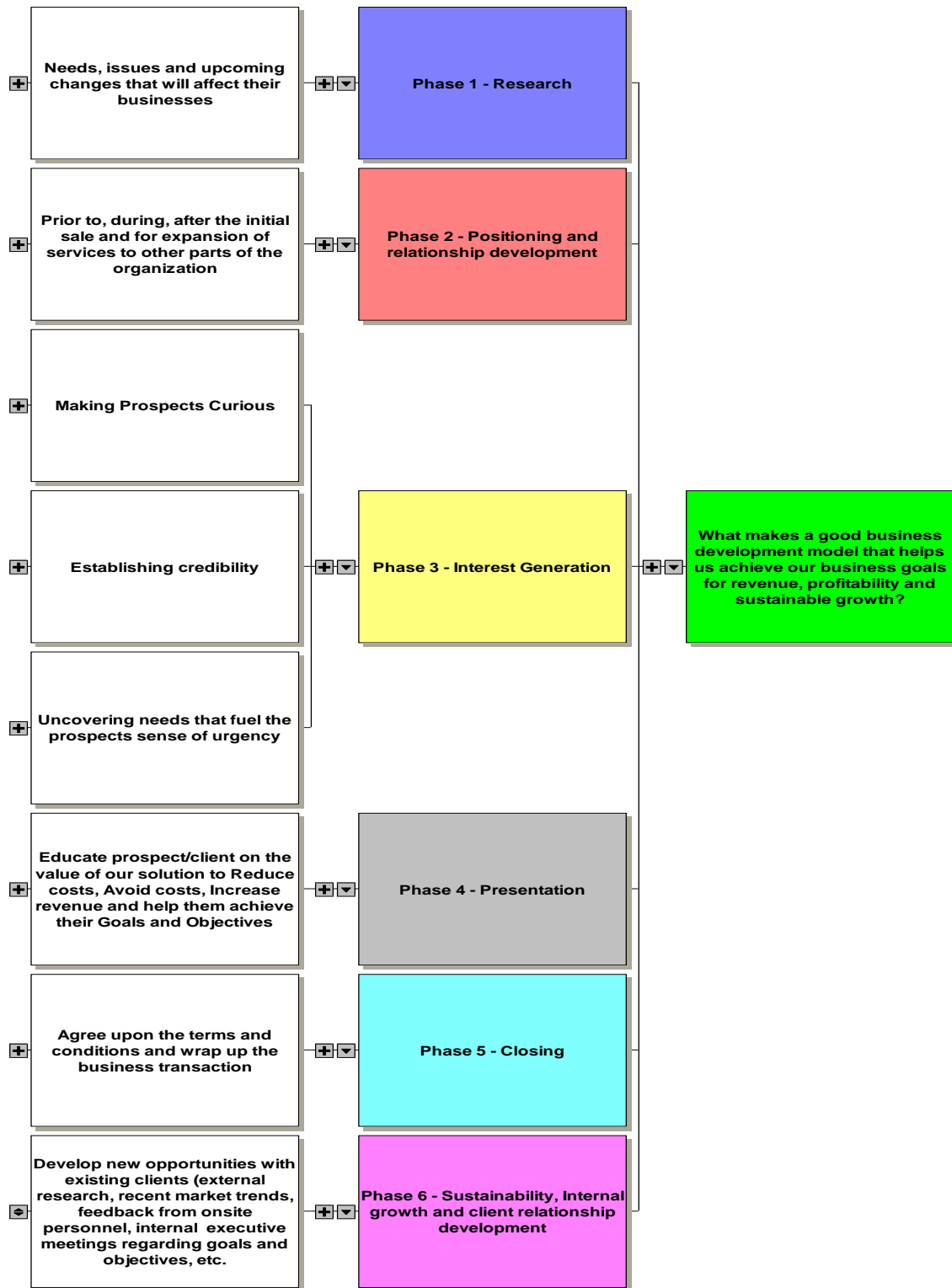
Business Issues / Solutions Model



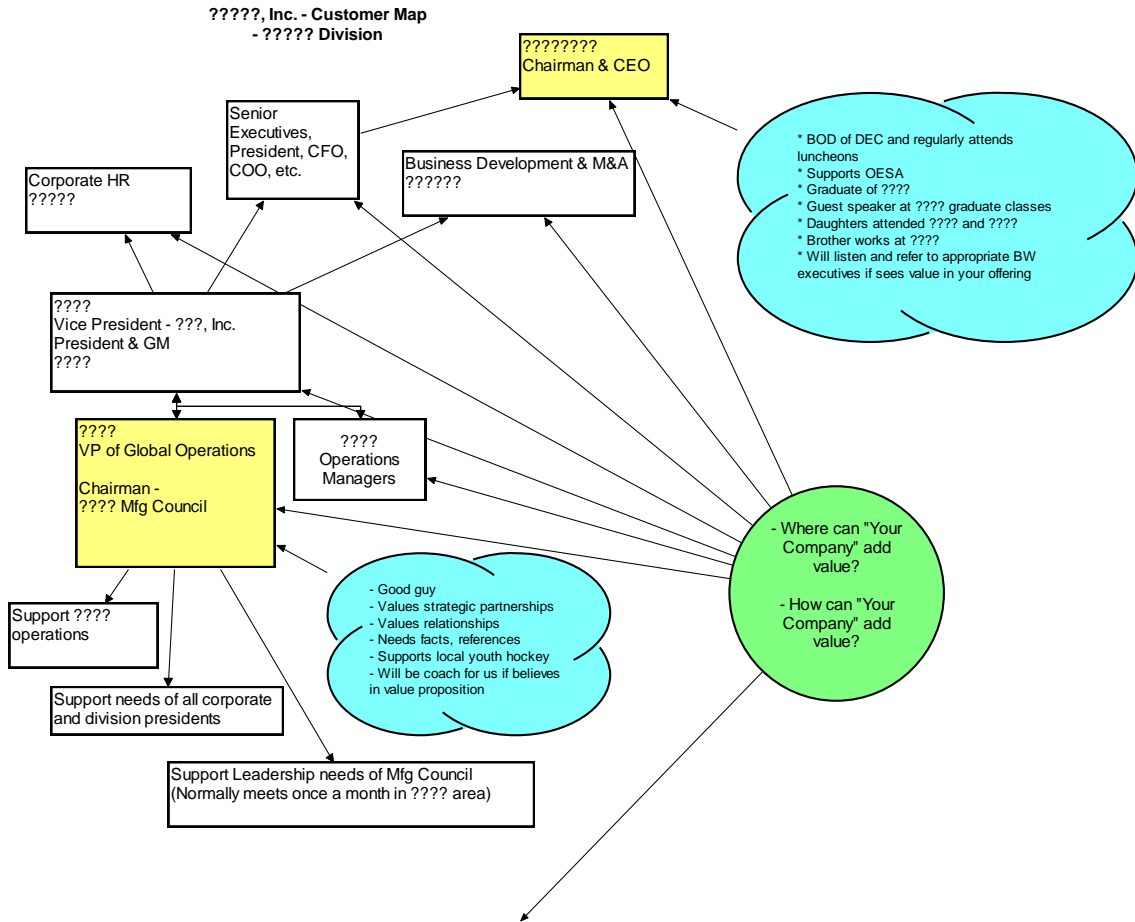
- WORK SAMPLE -
Business Development Process



- WORK SAMPLE -
Business Development Process - continued



- WORK SAMPLE - Customer Map



???????? - Stated Focus Areas (????? 2007 presentation)

- * Superior sales growth through technology leadership
- * Customer and Geographic diversity
- * Cost Reduction
 - Developing plans that will offset higher direct and allocated costs
 - Performance to plan is reviewed regularly
- * Financial disciplines
 - Business decisions are based on targeted return on invested capital (ROIC) of X%
 - Pursuit of new business
 - Compensation at all levels linked to creating economic value
 - Efficient use of capital
 - Managers, employees and shareholders goals are aligned



ROI Strategic Business Solutions

Solutions that produce positive returns on your investments

SERVICES

- **Capital Investment Assistance**
 - Business Plan Review, Update and/or Development
 - Research and introduction to capital investment sources

- **Assessments & Workshops**
 - Management; Organization; Operations
 - LEAN Assessment and Implementation
 - Value Stream Assessment (VSA)
 - Productivity; Quality; Safety

- **Sales and Marketing**
 - Structure, process and effectiveness assessment
 - Strategic planning
 - Branding
 - Networking
 - Business Development

- **Onsite Management and Team Support:**
 - Change Management
 - Cultural change
 - Leadership coaching & mentoring
 - Strategic planning
 - Problem Solving
 - Process Improvement
 - PathMaker Project Teams (support and training)

PRODUCTS

- **PathMaker Software**
 - Problem Solving Process Improvement tools

- **Esafetyonline.com**
 - High Quality, Low Cost, Web-based training

EMPLOYEE ASSISTANCE

- **Ameriprise Financial**
 - Associate education, planning and support