



# Pivotal History

Pivotal consultants apply process improvement, TQM & rational thinking processes to critical business issues at organizations including petrochemical, health care, high tech and consumer products.

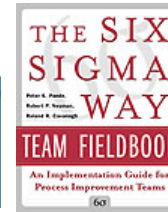
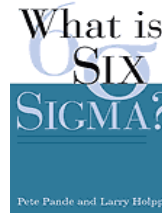
Process Improvement and Design/Redesign consulting and training projects for: Auspex Systems, FHP Healthcare, VMX Voice Processing, Read-Rite, Macy's West.

Six Sigma services provided to growing number of firms including Cendant, Sears, Ford, American Express, Starwood Hotels, Sun Microsystems. Focus on practical application and "demystifying" concepts/tools.

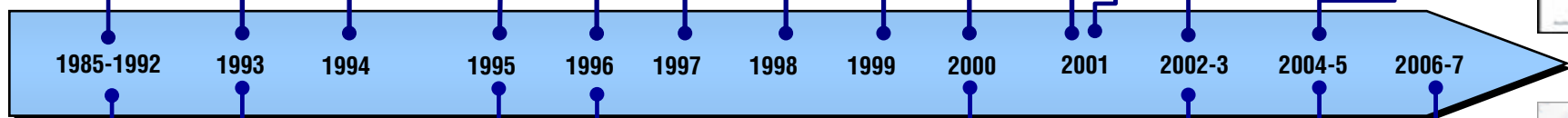
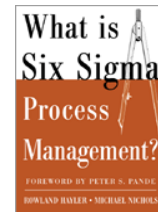
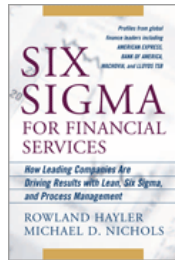
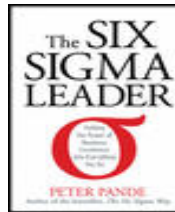
International office opens in Brighton, England. New clients include HBOs, Marks & Spencer.

New international clients include Adidas, Agere Systems, BP, Carlson Marketing, Dresdner Kleinwort Wasserstein, Marlborough Stirling, OCBC, Swisscard.

Partnering agreements established in Asia, Turkey and France.



Two books published by McGraw-Hill.



1985-1992

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2002-3

2004-5

2006-7

Pivotal Resources founded with mission of tying diverse organization improvement methods and "programs" into a coherent approach to building business leadership.

GE Capital launches Six Sigma: Pivotal is primary Vendor/Partner. Implementation consulting, training materials development and Champion, BB & GB training for thousands of GECS professionals worldwide.

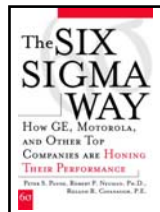
New clients include Cisco Systems, Principal Financial, Federated Department Stores, Carlson Wagonlit, AOL Broadband, Roche Diagnostics. Launch of Lean Six Sigma curriculum.

New book published by McGraw-Hill.

Pivotal's principals launch process improvement services across the world.

Product Development & Project Management consulting & training for: Johnson & Johnson, Silicon Graphics, Quantum, Sony Electronics.

Supply-Chain Management & process ownership consulting & training for Clorox.



Publication of *The Six Sigma Way*, presenting Pivotal's approach and implementation guidelines for Six Sigma. (Forbes names it #9 of most influential business books of past 20 years). Translated into 15 languages and over 200K copies sold!



nLighten



Oaktree

Pivotal launches two eSigma products. Oaktree - an online reference tool and nLighten - an online introduction to process improvement.