



# OPERATIONS SERVICE SYSTEMS

## Capabilities Statement

### COMPANY OVERVIEW

OSS is a Professional Development & Management Training firm **celebrating 31 years in business!** Our expertise is in the areas of **Selection, On-boarding, Coaching & Developing employees to reach their full potential.** Our goal is to provide you with the products and services that best fit your needs. **Helping you find a talent development solution is our number one priority!**

**You can't manage what you don't measure!** We incorporate process redesign, productivity analysis, standards and systems into our training. Our results-driven programs and measurement systems raise and sustain superior levels of Service and Performance. **Our strong operations & industrial engineering background differentiates us from traditional training organizations!**

### AUTHORIZED PARTNER



### PRODUCTS & SERVICES

#### Talent Assessment Tools

- Everything DiSC® Agile EQ™
- Everything DiSC Workplace®
- Everything DiSC Work of Leaders®
- Everything DiSC® Management
- Everything DiSC 363® for Leaders
- Everything DiSC® Productive Conflict
- Everything DiSC® Sales
- The Five Behaviors™ Team Development
- The Five Behaviors™ Personal Development
- PXT Select™ – A Unique Selection Assessment & Talent Development Tool



#### Customized Training Workshops

- Teamwork – The Single Most Untapped Competitive Advantage
- Work of Leaders – Vision, Alignment & Execution
- Managing for Results – Bring Out the Best in Each Employee
- Executive Coaching – Introducing A New Kind of 360°
- Productive Conflict – Harness the Power of Workplace Conflict
- Personal & Professional Service – Building Customer Relationships
- Presentation Standards – Delivering Excellence

### COMMERCIAL EXPERIENCE

Aristocrat Technologies, Inc.  
 Avanir Pharmaceuticals, Inc.  
 Everi  
 Fifth Third Bank  
 General Electric Credit Union  
 Honda

Lake Michigan Credit Union  
 Levi Strauss & Co.  
 Macy's  
 NuVasive, Inc.  
 Phillips Edison & Company  
 Ronald McDonald House Charities

San Francisco Marriott Marquis  
 Scientific Games  
 Southwest Gas  
 Thermo Fisher Scientific  
 TriHealth  
 Valvoline

### PUBLIC SECTOR EXPERIENCE

Maxwell AFB – Gunter Annex  
 MTA Metro North Railroad  
 The Cincinnati Zoo

The Ohio State University  
 Xavier Leadership Center  
 Weber State University

UNLV

### Industry Codes

NAICS Code: 611430  
 SIC Code: 8742  
 UNSPSC: 86000000

### Certifications & Awards



#246208



June 20, 2011

WOSB Certified #W100006

*WOSB Certified*

Diamond Level Status 19 Years

Partners in Publishing Award

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**ATD GREATER LAS VEGAS CHAPTER PRESIDENT 2018 – 2019 ~  
 Past President 2020**

## OUR RESULTS SPEAK FOR THEMSELVES

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"Sue Beyer was recently recommended to our non-profit organization by one of our own Board members, who is a professional organizational psychologist himself. In just two short months of weekly trainings, we have completed the DISC Workplace Profile, as well as the "Five Behaviors of a Cohesive Team." Sue's expertise has been a gamechanger – taking a staff of 12 well-meaning but disconnected employees and transforming us into a unified team that is communicating, collaborating and committed to a single goal of becoming Southern Nevada's premier children's charity promoting family-centered health care. Thanks to Sue, we are "speaking DISC" daily and having healthy conflict around ideas – not people's personalities – for the first time ever. We are looking forward to our upcoming progress report and future trainings to come." See Success Story & Video at <https://www.suebeyer.com/Ronald-McDonald-House-Charities>

**Alyson McCarthy, Chief Executive Officer, Ronald McDonald House Charities of Greater Las Vegas**

"Having worked with Sue over ten years, I can recommend Sue as the ultimate professional. She has a deep knowledge of her craft, and **always acts with my best interests** in mind. It is truly a pleasure doing business with Sue and her company."

**Paula Cobb, M.Ed Assistant Vice President, Learning Client Manager at Fifth Third Bank**

"I've had the pleasure of working with Sue for over seven years now. She is our partner for all things DISC. Sue is very professional, extremely knowledgeable, and has a wonderful sense of making learning interesting and fun. I have come to count on Sue not only for her outstanding customer service, but as a trusted adviser for learning and development solutions. I would whole heartedly recommend Sue to anyone looking for performance or leadership answers for their company."

**Vicki Dalzelle, Director of Learning & Development, Phillips Edison & Company**

"I have worked with Sue for 15+ years and continue to be amazed with her knowledge and understanding of the Everything DISC products. She is quick to respond to questions and situations and recommends solutions that are easy to administer and provide for relevant, real-world application. I plan to continue my partnership with Sue for many years!"

**Sara A. Eschels, Talent Manager, Hylant**

"Sue is highly effective in training people on understanding DISC behavioral characteristics of colleagues and clients alike. Her training has benefitted our organization in **improving customer perception** of our service through dealing with difficult customer calls in a very humanistic yet factual basis." **Top qualities: Great Results, Personable, Expert**

**Dan Wiersma, SVP Service Platform at Sony Electronics (retired) Principal, My Gray Matters**

"I used the excellent training services of Sue Beyer and her company, OSS, for some 10+ years across two major corporations and was exceptionally pleased with the results. **Substantial improvements in overall customer satisfaction, professionalism, and in general employee morale were realized across the board.** I would recommend Sue, and her training program, to any company that has direct interface with their customers."

**Ron Bassett, Director, Customer Satisfaction & Services, NA (retired) Oki Data Americas, Inc.**

"I have been doing business with Sue for over 15 years for two simple reasons: She NEVER drops the ball and is ALWAYS there when you need her. She **epitomizes customer service** and has set a standard no one else can meet."

**Jim Panzl, Sales Development Specialist, General Electric**

"This is one individual that I can highly recommend for training and consulting services. Specifically, I have used her in NY, NJ, Houston, AOC and Dunwoody. She is probably the **best in the country** when it comes to her customer service training program."

**William A. Wickham, Corporate Director, Workplace Services, The Coca-Cola Company**

## SELECTED ACCOMPLISHMENTS

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### **Fifth Third Bank — 1998 to Present**

- Designed, developed and implemented sales courses for sales representatives and follow-tools for managers
- Provided Train-the-Trainer Sessions, Facilitation & Participant's Materials for Leadership Development & Team Development

### **Scientific Games — 2007 to 2017**

- Designed, developed and implemented Consultative Selling training session
- Provided Customer Service training for all technical help desk personnel
- Provided Presentation Skills: Delivering Excellence for all trainers, presenters and sales representatives
- Conducted Executive Coaching Sessions

### **Thermo Fisher Scientific — 2012 to Present**

- Designed, developed and implemented two sales courses for the Sales Academy Track

### **Ronald McDonald House Charities of Greater Las Vegas – 2018 to Present**

- Conducted Executive Coaching Sessions
- Facilitated The Five Behaviors of a Cohesive Team & Progress Report
- See Success Story & Video at <https://www.suebeyer.com/Ronald-McDonald-House-Charities>