



## ACA Group Newsletter Volume 10, Number 4

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### **Prepare for Recovery** by [Andy Pattantyus](#), member of the [ACA Group](#)

Preparation for recovery requires an investment in the building of systems. Once built, the systems must be implemented in a manner that causes the new system to stick and the old ad hoc manual methods to cease. Implementation requires planning and good communication. Sustainability is very difficult to achieve, and requires leadership, attention to detail, and a constancy of purpose. In this issue of our quarterly e-mail, the ACA group weighs in, providing some over-arching goals and concepts that will help you successfully launch your improvement initiatives.

To read Andy's full article on the types of systems that must be readied and on other aspects that can be worked on while preparing for recovery, click [here](#)!

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### **Upgrading Customer Service** By [Doug Howardell](#), CPIM, PMP, member of the [ACA Group](#)

From all the indicators, it appears we are at the start of a recovery. The key question at this point in the cycle is, how do potential customers decide if it's you or your competition they are going to buy from? Customer service could be the deciding factor.

Customer service is a major decision factor in every purchase. Customer service comes from the combination of three areas: customer dialog, customer friendly processes, and employee commitment to customer service. You must upgrade your performance in all three areas to win the business in today's tight markets. Read the full version of this article to learn how to win more business by clicking [here](#).

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### **Prepare for Success** By [Lisa Anderson](#), CSCP, member of the [ACA Group](#)

As we begin 2010, businesses are beginning to think about preparing for a recovery. One of the keys to preparing successfully for the recovery is to prepare for success – both professionally and personally. The critical keys to preparing for success are as follows: 1) First, plan. 2) Flexibility. 3) Communication. Read in more detail with examples and case studies in the full article [here](#).

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### **Value of Bi-Lingual Education in the Workplace** By [Carlos Conejo](#), CSSBB, member of the [ACA Group](#)

English is the "official workplace language", or is it? How do we tell employees they should only speak English in the workplace? To read about the value and benefits of providing bi-lingual education, click [here](#).

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**Implementing a New System in a Recovering Economy** By [Jim Strong](#), CPIM, CSCP, member of the [ACA Group](#)

In preparing for recovery this year many companies will consider implementing a new business system. Some of these companies will look at the investment in capital and resources and opt to put it off until “things are better”. But, even if they decide not to spend the big money this year, they can begin to lay a sound foundation for a new system. To read about some low cost critical tasks that can be completed now that will assure a successful implementation later, click [here](#).

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**Question for our readers: How Are You Preparing for the Recovery?**

Many companies use these slower times to cut costs and tighten their belts. But some companies also use times like these to invest in their future. This could take the form of cleaning up system data, streamlining processes and facilities, educating and cross-training staffs, or a myriad of other choices. The idea is to be ready to handle additional business when the recovery starts while minimizing extra costs associated with the additional business.

We want to find out from our readers how you and your company are preparing for the recovery. Send us a short paragraph on what you have done and how your activities have affected your company or you. We’ll keep all responses confidential.

To contact us, please send an e-mail to: [ek@theacagroup.com](mailto:ek@theacagroup.com). Use the subject of “Preparing for the Recovery”.

We’ll summarize the responses in a future newsletter as a way of sharing the information with the other readers. You can also send us your feedback on this newsletter to the same e-mail address. Did you find this newsletter useful, interesting, etc.? We appreciate your comments.