

## CHANGE

Insanity...

Is doing the same things in the same way and expecting different results.

~

***Doing better is accepting to***

***do different***

~

***What we think,***

***what we know,***

***what we believe***

***is, in the end, of little***

***consequence.***

***The only consequence ...***

***is what we do!***

### **Confidentiality and professional ethics**

Out of concern for confidentiality and professional ethics, the names or firms where we have realized projects will not be cited in this chronicle.



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### **Golf Tournament 2002 edition A success, ... Thanks...**

The seventh edition of the golf tournament for the benefit of the "Fondation Canadienne Rêves d'Enfants" was held at the Du Moulin golf course on September 13 th. An absolute success and permitted us to gather 7 000.00\$. Besides having participated in this noble cause the golfers all as talented as they were profited from an amusing day and evening.

We are already working on the implementation of an organizing committee for the next edition. If you care to participate all that required is for you to contact us.

### **New Marketing Director**

Mr. Raymond Auger, Eng. president of Auger Groupe Conseil inc. announces the nomination of Mr. Luc Vaugeois, MBA as director of marketing.

In the past Mr. Vaugeois was Director of sales and marketing for Ropack inc. A firm producing pharmaceutical, cosmetic and foodstuffs for which the production was certified (ISO) and approved by the FDA, the TPD, and the Canadian and American armed forces.

Mr. Vaugeois was also a consultant in business development for Data general, the Canadian hospitals association, the Canadian college of health service executives in Ottawa and the Quebec hospitals association. He was also general manager of the Groupe Vaugeois. He worked in the Canadian prime minister's office and made several conference pronouncements in particular on the theme of outsourcing. Mr. Vaugeois is a member of the Quebec MBA association

### **ISO 9000 : 2000**

We would like to inform all our customers certified ISO 9000 version 1994, that they have until December 15 th 2003 to obtain their new certification version 2000. Therefore, it is important to start preparing yourself accordingly. For more information do not hesitate to contact us.

### **Outline of concept of firm with lasting productivity(CFLP)**

Auger Groupe Conseil inc. has develop strategies, techniques and specific tools in order to get quick favourable results (ROI) from this undertaking. The CFLP is made of 6 steps.

**Listen** (meet management on order to understand the strategic orientation of the firm).

**See** (gather data by discussions and observation of activities).

**Understand** (analyse the data in order to determine the real causes for deficiencies observed).

**Act** (establish and realize a structured action plan in order to improve the firm's productivity).

**Maintain** (establish and realize an action plan in order to maintain long term results).

**Improve** (establish a permanent structure for continuous improvement at the firm).