

## Independent Reviews (LearnerFirst's Commercial Applications)

***Think of this program as an expert in a box, ready to help you make better business decisions. And you don't have to pay them by the hour.***

Laurianne McLaughlin, "Forecast Pro and Benchmarking: Tools for Improving Your Business," PC World, May, 1994, p. 82.

***... serves as a teacher and organizer, and it doesn't assume you have an MBA.***

Laurianne McLaughlin, "Forecast Pro and Benchmarking: Tools for Improving Your Business," PC World, May, 1994, p. 82.

*... interactive learning...*

***Accomplished graphics, painstaking and logical sequences, excellent help dialogues and powerful report generation features will come as a pleasant surprise.***

"Software-Benchmarking with Dr. H. James Harrington," *European Quality*, Vol. 1 (1) 1994.

***Excellent, concise tutorials, easy-to-use notepads and logs, and a clear scheduling system keep the arduous process of learning, implementing and improving from becoming chaotic.***

Michael Finley, "ISO 9000 Quality: Threat or Menace?" *Computer User*, February, 1995.

***Perhaps the most powerful thing it does is force you to answer seemingly easy questions as you go.***

John McGonagle, of the Helicon Group in "Software Review-Benchmarking with Dr. H. James Harrington," *Competitive Intelligence Review*, Vol. 6 (2) 79, 1995

***This software package is like a consultant without the cost...***

*UAB Report*, January 28, 1994 (A weekly publication of the University of Alabama at Birmingham).

***... an interactive computer-software program that offers a customized, work-at-your-own-speed approach that encapsulates the consultant's expert knowledge, at the price of books and videos.***

*UAB Report*, January 28, 1994 (A weekly publication of the University of Alabama at Birmingham).

***... put the exact thought processes used by expensive consultants right on your desktop.***

***... emerge with detailed plans and action steps customized to your unique needs.***

***When you need assistance, it's like having... right there in your office to help you through the process -- better in some ways -- and at far less cost.***

***... a consistent, thorough and affordable way to teach a process to employees.***

***... standardise your process.***

*"Benchmarking-The Software," IFS International, Ltd. Quality Newsletter,*

***With this software, you not only learn how to ... you actually do it at the same time.***

*"Benchmarking-The Software," IFS International, Ltd. Quality Newsletter,*

***Using questions that provoke responses, it leads you to create your own ideas, insights and solutions.***

***... a systematic approach...***

***... its questions and help resources are like having a consultant in your personal computer leading you through the process and asking key questions to force you to the next level of understanding.***

*Steve Gibbons, of the Principal Financial Group, "Review-Benchmarking With Dr. H. James Harrington, Journal for Quality and Participation, October/November, 1994.*

***There are ample prompts and questions throughout that assist in staying on track.***

*Steve Gibbons, of the Principal Financial Group, "Review-Benchmarking With Dr. H. James Harrington, Journal for Quality and Participation, October/November, 1994.*

***You could pay a consultant for the full wax job -- and not be sure yourself what happened. Or you could turn to a software package such as LearnerFirst's Process Management. I strongly suggest the latter.***

*Mike Finley, in "On the Edge: Quality Control Software Aimed at the End-User," Process Management.*

***... think logically through nature of all your business tasks.***

*Mike Finley, in "On the Edge: Quality Control Software Aimed at the End-User," Process Management.*

***... can be used modestly as a way of better understanding... or it can be use at a more sophisticated, more competitive level, serving as a front end for high-performance methodology.***

Mike Finley, in "On the Edge: Quality Control Software Aimed at the End-User," *Process Management*.

***This is ... a simplifying, democratizing tool.***

Mike Finley, in "On the Edge: Quality Control Software Aimed at the End-User," *Process Management*.

***The next department or team will use it the same way you will.***

Mike Finley, in "On the Edge: Quality Control Software Aimed at the End-User," *Process Management*.

***... help learners understand the why, not just the how, in acquiring or improving their skills.***

***... knowledge is easily accessible and affordable.***

***...is both an educational tool to help paint the big picture and, at a more sophisticated level, an extensive database, report generator, and process organizer.***

"Step-by-step software for ISO 9000 implementation," *ISO 9000 News*, Vol. 5 (1), January/February 1996.

***Information, tutorials, notepads, logs, multiple choice questions, suggestions, guidelines, checklists and a continuing dialogue are presented in full colour graphics.***

"Step-by-step software for ISO 9000 implementation," *ISO 9000 News*, Vol. 5 (1), January/February 1996.

***The kit is simple, orderly, and understandable.***

Michael Finley, "ISO 9000 Quality: Threat or Menace?" *Computer User*, February, 1995.

***The package walks the tightrope between repeating the sterile nostrums of the standards and shining fresh light on what they mean, why they're desirable and how to keep the whole back-breaking process manageable and clear.***

Michael Finley, "ISO 9000 Quality: Threat or Menace?" *Computer User*, February, 1995.

## Brochures (LearnerFirst Commercial Applications)

*... is an innovative, interactive software program that teaches you how to...*

*Specific examples, dynamic illustrations, questions, guidelines, and checklists all help to make sure that you implement changes completely and correctly every time.*

*... allows first-time users to learn while doing -- and also gives experiences users a working template that saves them time and increases productivity.*

*... breaks the complex process into simple step-by-step activities. It even personalizes the process using data you provide about your organization.*

*Learn everything you need to know about the process and what is expected of you.*

*... easy to use graphical interface guides you effortlessly through the program.*

*... provides all the information you need*

*Raise your competency level. Make decisions as if you had expert guidance.*

*Do it right the first time without mistakes. Refine your thinking process.*

*... capture and express expertise in a way that can be easily accessed and used by others. Successful thinking is made visible, manageable, and useful to more than one person.*

*... knowledge is immediately accessible anywhere in the world by anyone in the organization who needs it, when they need it.*

*... make tacit (subtle, hidden) knowledge explicit, so that it can be used by a community of learners.*

*... individualized learning support is the highest goal of education.*