



PHENOMENAL
PRODUCTS, Inc.

Phenomenal
OPERATIONS Systems™

Howard Partridge

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- **Operations** is _____ you do to serve your clients.
- **Phenomenal** Operation delivers a meaningful _____ that educates, engages, and entertains.
- A Phenomenal Operations **System** is a group of working parts that _____ consistently.



BORN TO WIN

Phenomenal OPERATIONS Systems™

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3. Operations

- We have developed our unique service experience
- We have clear/cut service systems in place that are exceeding our client expectations
- We respond immediately to client concerns
- We have clear cut return/refund policies
- We get customer feedback on a regular basis to ensure we are exceeding expectations
- We have regular production meetings to ensure on time delivery
- We have a key customer appreciation process
- We have effective project management processes in place
- We have inventory management and office supplies/equipment processes in place
- We have the latest, most effective equipment to deliver our unique service experience
- TOTAL ÷ 10= _____

"Zig Ziglar is the real deal! He's an authentic voice, a light, and a life changing mentor and model for millions."—SETH GODEN

ZIG ZIGLAR



FIND YOUR SUCCESS CODE

BORN TO WIN

ZIG ZIGLAR
AND TOM ZIGLAR

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The advertisement features a man in a suit, Howard Partridge, on the left. The background is a blue and white gradient. On the right, there is a graphic of a purple corner peeling away from a white surface, revealing a photo of a man pointing at a diagram with arrows and the letter 'B'.

The PLV of a Client

PLV = Potential _____ of a client.



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The PLV of a Client

Average Order Per Year \$ _____

x 20 Years = \$ _____ (lifetime value of single client)

x ____ referrals per year x \$ _____

= Total PLV \$ _____