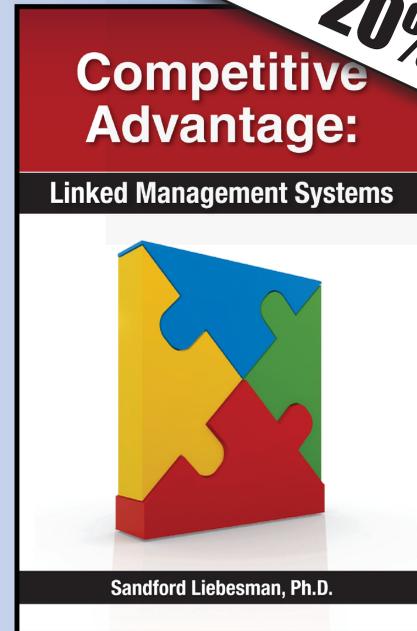


# Get the Competitive Advantage and Improve Your Bottom Line

Most organizations are looking for the “magic pill” that will solve their management problems, integrate their various systems, and automate their internal procedures, but the smartest companies know that this magic pill doesn’t exist. Real improvement—and true efficiency—comes from breaking down silos and integrating an organization’s existing procedures, management layers, and regulatory compliance efforts.

Because they’re so tightly regulated, modern organizations often struggle with the burden of complying with multiple state, federal, and industry rules and requirements. Compliance is usually mandatory, and the consequences of noncompliance can be severe. The cost of maintaining compliance to important financial regulations such as the Sarbanes-Oxley law can be enormous, but it can be minimized by linking the various internal processes with existing procedures, other regulatory requirements and international standards, such as ISO 9001. Why perform root cause analysis or preventive action twice when you can do it just once?

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“In an environment of challenging economic times and intense global competition, Dr. Liebesman provides case studies and clear business language to describe why collaborative financial, quality, environmental, and IT resources can dramatically improve an organization’s customer experience and its bottom line.”

—Jeffrey C. Thomson, CMA  
President and CEO  
Institute of Management Accountants

“The recent economic debacle is the latest indicator that something is seriously wrong with our organizational models. The quality profession can help the financial community avoid massive and “unexpected” business failures, and the financial community can teach quality about understanding the bottom line. In this book Sandy Liebesman successfully removes the silos between the two communities by linking the financial community’s focus on outcomes and results with the quality community’s systems approach to provide leadership with a competitive advantage that will benefit all of the organization’s stakeholders. *Competitive Advantage: Linked Management Systems* is an important contribution to management literature.”

—Tom Pyzdek

“Sandford Liebesman combines over 40 years of in-depth experience into wonderful insights on one of the most difficult challenges facing managers today—linking critical management systems into a functioning high-performance competitive framework. His understanding of ISO, Lean Six Sigma, Sarbanes-Oxley, and the ISO quality management and environmental guidelines along with risk management, information technology, and business operations gives him a unique perspectives for linking these critical elements. Give a copy of this book to all members of your management team.”

—A. Blanton Godfrey  
Dean and Joseph D. Moore Distinguished University Professor, College of Textiles, North Carolina State University

“In my opinion, this book is about management system effectiveness and efficiency. Systems that are functionally divided tend to miss the efficiencies that are available when silos are broken down with common or interlinked processes. But there is even more to be said with regard to effectiveness. Dr. Liebesman’s approaches give us the techniques to recognize and prevent problems that can destroy our organization. This book is also about doing very efficiently what must be done to attract and retain both customers and investors. It is about making the management system more effective in meeting all of the organization’s key objectives. Sandy brings decades of experience as an executive and consultant to the junction of financial management with managing to meet the needs of customers and other stakeholders.”

—John “Jack” West  
Former Chair, U.S. TAG to ISO/TC 176

## Competitive Advantage:

### Linked Management Systems



Sandford Liebesman, Ph.D.



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