

# SAN FRANCISCO MANAGEMENT GROUP

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## Client Profiles

SFMG has worked successfully with senior management to address their most critical concerns. A list of our clients includes the following:

### **Hewlett-Packard Company**

Palo Alto, CA  
Computer & Scientific Instruments Manufacturing

*Project:*

Analysis, recommendations, and report on Palo Alto Copy Center Operations and Facilities in terms of organizational effectiveness and customer service.

*Length:*

6 months

*Results:*

Retention and reorganization of Palo Alto Copy Center; identification and financial breakdown of customer usage; substantial reduction in operating costs.

### **RACO Manufacturing & Engineering Co.**

Emeryville, CA  
Remote Alarms & Controls

*Project:*

Management and organizational development, personnel problems resolution, organizational and procedures documentation, strategic planning and general management counsel

*Length:*

3 years on retainer agreement

*Results:*

Organization and operational procedures defined and completely documented; personnel problems successfully resolved; improved product development planning and cost controls; annual increases in operating profits; improved ability of management to manage.

### **Fritz Companies Inc.**

San Francisco, CA  
Freight Forwarding Services

*Project:*

Mission statement, vision of the company definition, and written corporate publication.

*Length:*

1 month

*Results:*

Owner of firm is able to effectively communicate vision and goals of the firm to employees and customers, enabling the firm

Mr. Lansing organized our sales department from one completely dependent on a key outside salesman, to an internal, well-controlled, and coordinated operation. He negotiated an employment contract with that outside salesman to bring him inside as part of a team, a task which we had simply not been able to do on our own.

As a result, that salesman's productivity has improved markedly, saving us money and providing us with a more effective operation.

-- Steven McClary,  
President, Amcom Data  
Processing Services,  
San Leandro, CA

to become more focused and productive. The company's specific goals are thus able to be realized within several years.

**Mervyn's**

Hayward, CA  
Retail Clothing Chain

*Project:*

Client company encounters difficulty in getting store managers to use its numerous written personnel policies rather than telephoning personnel department for advice. The policies have differing formats and type-faces. The personnel department wants a more advanced delivery-and-use system to minimize their intervention.

*Length:*

1 month

*Results:*

SFMG performs exhaustive employee survey to determine user requirements, then analyzes existing paper-based delivery system. SFMG recommends state-of-the-art interactive delivery system, including changes in manual procedures required to support new system. Interdepartmental cooperation created through computerization and delivery of standardized personnel policy and procedures.

**Holt Hinshaw**

San Francisco, CA  
Architects

*Project:*

An architecture firm is experiencing growth, but is uncomfortably close to bankruptcy. Management is consumed with daily operational and past-due payment issues, with neither time nor direction for long-range planning.

*Length:*

9 months

*Results:*

Working with the partners, SFMG develops a detailed business plan for future of the company. Management approves the plan, which recommends SFMG function as the firm's business manager until necessary changes are implemented.

SFMG prepares a loan package which obtains additional financing from the company's bank. SFMG also implements accounting-cash controls, budgeting, and financial reporting during the next 12 months. Since then, profits have increased substantially, the company has increased in size, and won numerous local and national contracts and awards.

**San Francisco Brewing Company**

San Francisco, CA  
Brew Pub & Restaurant

*Project:*

Limited partner/general partner conflict resolution, equipment lease negotiation, city loan solicitation, general organizational guidance.

*Length:*

5 months, including retainer agreement.

*Results:*

Ownership conflicts successfully resolved, equipment lease obtained, city loan approved and funded, brew pub operation opened successfully.

**Mygrant Glass Company, Inc.**

Hayward, CA  
Automotive Replacement Glass Distributor

*Project:*

Family-owned auto glass wholesaler is rife with conflict among family members over direction and management of the company. The family quarrel is severely disrupting day-to-day operation of the firm, affecting bank credit relations and profitability.

*Length:*

6 months

*Results:*

SFMG interviews family members and negotiates buy-out agreement. SFMG then proposes a new organizational structure which remaining owners accept. Key management personnel are hired, and stealing stopped. The company eliminates crippling conflict and grows to become the dominant California-based firm in this industry.

**Glenayre Western Multiplex**

Belmont, CA  
Microwave Transmission Equipment Manufacture and Assembly

*Project:*

A microwave telecommunications company seeks outside private investors to support its future growth, and asks its bank for suggestions. The company also has a serious conflict between two of its four owners, threatening to disrupt or destroy the business.

*Length:*

3 months

*Results:*

SFMG develops a comprehensive business plan and introduces management to a communications counselor. Management conflicts are resolved, and the company uses the business plan to negotiate a more advantageous loan financing agreement with its bank, rather than resorting to outside investors.

**Southern Alameda County Board of Realtors**

Alameda, CA  
Real Estate Board

*Project:*

Organization planning & cost controls.

*Length:*

3 months

*Results:*

Savings of \$34,000 per year.

**Harris Realty, Inc.**

Pleasanton, CA  
Developer, Property Management, Retail Home Sales

Mr. Lansing saved us over \$30,000 the first year and reorganized our internal operations into a smooth running process at a crucial time for our industry.

-- John Lynch, President,  
Southern Alameda  
County Board of  
Realtors; Hayward, CA

*Project:*

Organization planning & contract negotiation.

*Length:*

2 months

*Results:*

Savings of \$10,400 per year and management contract negotiated.

**BASS, Inc.**

Oakland, CA

Entertainment Ticket Sales

*Project:*

Retail ticket sales company started by two individuals has grown to the point where the owners can no longer manage company operations effectively. Internal problems such as lack of direction, inadequate accounting procedures, poor vendor relations, and mismanagement are affecting company profitability, credit worthiness, and growth potential.

*Length:*

3 months

*Results:*

SFMG thoroughly analyzes company's present and future operating needs, and proposes a reorganization. The owners concur with the plan. SFMG assists in locating an experienced general manager, creates a new loan package for \$133,000, which is approved, and negotiates payment arrangements with firm's creditors. The company stabilizes, grows, and becomes more profitable, with savings of \$180,000 per year.

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