

*A partial list of the clients we have served in the past includes....*

ALLIED SIGNAL CORPORATION  
ALLING AND CORY  
AMERICAN STORES CORPORATION  
ANHEUSER-BUSCH COMPANIES, INC.  
AVON PRODUCTS COMPANY  
BANKERS TRUST COMPANY  
BECTON DICKINSON & COMPANY  
BORDEN COMPANY  
BRISTOL-MYERS COMPANY  
CABOT CORPORATION  
CERTIFIED GROCERS OF CALIFORNIA  
EASTERN PAPER LIMITED  
ENGELHARD CORPORATION  
G A F CORPORATION  
GENERAL ELECTRIC COMPANY  
GENERAL FOODS INCORPORATED  
GENERAL MILLS COMPANY  
GULF & WESTERN CORPORATION  
HOECHST CELANESE CORPORATION  
JOHN HANCOCK LIFE INSURANCE COMPANY  
HONEYWELL CORPORATION  
I T T GRINNELL  
LAND O' LAKES INCORPORATED  
LEA & PERRINS COMPANY  
MERRILL LYNCH & COMPANY  
METROPOLITAN TOBACCO COMPANY  
MILTON HERSHEY SCHOOL  
NABISCO BRANDS INCORPORATED  
NAT ASSOC OF RECORD MERCHANDISING  
NAT ASSOC OF TOBACCO DISTRIBUTORS  
NAT ELECTRONIC DISTRIBUTORS ASSOC.  
NAT CANDY WHOLESALERS ASSOC.  
NATIONAL PAPER TRADE ASSOCIATION  
PEPSI-COLA INCORPORATED  
PHILIP MORRIS COMPANY  
PRINCETON UNIVERSITY  
SCOTT PAPER COMPANY  
JOSEPH E SEAGRAM & SONS INC.  
SEARS ROEBUCK & COMPANY  
SOUTHERN RAILWAY SYSTEM  
SOUTHLAND COMPANY  
SRI INTERNATIONAL  
STATE OF NORTH CAROLINA  
STOP & SHOP COMPANIES  
THIELE KAOLIN COMPANY  
U S A TODAY  
WARNER-LAMBERT COMPANY  
W R GRACE & COMPANY

*Our Consulting Services Include....*

FACILITIES PLANNING  
INVENTORY MANAGEMENT  
"JUST-IN-TIME" APPLICATIONS  
LOGISTICS REQUIREMENTS PLANNING  
MANUFACTURING PLANNING  
MARKETING PLANNING  
OPERATIONS ANALYSIS  
PRODUCT DEVELOPMENT  
QUALITY BENCHMARKING  
SEMINARS & TRAINING  
STRATEGIC PLANNING

*For....*

BUSINESS OPERATIONS  
CUSTOMER SERVICE  
MANAGEMENT INFORMATION SYSTEMS  
ORDER PROCESSING  
ORGANIZATION AND STAFFING  
DISTRIBUTION/TRANSPORTATION  
PRODUCT SOURCING  
QUALITY ASSURANCE



20 Nassau Street, Suite 244  
PO Box 7345  
Princeton, New Jersey 08543  
Phone: (609) 275-4444  
Fax: (609) 275-5651  
Mobil/Pager: (609) 841-3000  
E-Mail: [rem@remassoc.com](mailto:rem@remassoc.com)  
<http://www.remassoc.com>

**REM**  
**Associates**

**Consultants To  
Business  
Management**



*REM Associates' philosophy in serving business management in today's complex environment....*

---

Today's business management faces increasingly complex challenges due to technical, political, and sociological change. Further, intensified competition, innovative pricing strategies, and a changing government regulatory environment have increased the need for managing a company with in depth understanding, improved knowledge, and skills not previously required in business management.

"Just-In-Time", a concept now being applied across the entire range of business operating functions, has focused management attention on the critical issues of working capital, operating costs, profits, and customer service and their influence on basic business functions. The results of this effort have substantially improved the efficiency and effectiveness of company-wide operating activities. In today's business environment this can provide corporate management with a valuable contribution toward the required margin of success.

REM ASSOCIATES is a uniquely qualified consulting firm that provides today's management with advice and counsel on improving the effectiveness of business operational elements of moving products through the business. This cycle begins with product sourcing, procurement, and manufacturing. It continues through production planning and inventory control, warehousing, transportation, and delivery service to customers. Key to this cycle is the order processing and customer service necessary to support the sales and marketing functions of the business. This cycle represents a broad spectrum of complex and interrelated business activities. While these represent the operating elements, forecasting and planning are critical to the success of these business functions.

REM ASSOCIATES has been actively involved in working with management to improve business operations across a broad spectrum of programs. These have ranged from planning operations strategies for multi-division companies to meet the goals and objectives of corporate long-range plans, to facility layout and design including recommendations on material handling equipment and operating procedures.

*The following profiles summarize key consulting services we offer business management clients....*

---

\* Identification of productivity improvements of business operations to reduce costs, improve service, increase utilization, and improve effectiveness.

\* Evaluation of product sourcing in terms of availability, potential alternatives, and analysis of total landed cost that will provide management with an effective procurement strategy.

\* Analysis of manufacturing planning and scheduling, trading off lot size, production cycle time, and inventory in terms of cost and availability.

\* Implementation of "Just-In-Time" inventory techniques to plan and locate stocks in the right place, within the correct quantities, at the right time, based on the most effective mix of cost and service.

\* Determination of effective distribution operations that provide the required marketing support in terms of warehouse location, layout, design, material handling techniques, organization, and staffing.

\* Evaluation of transportation services to determine costs and service alternatives, including private versus contract and third-party operations, that will meet customer service requirements.

\* Establishment of customer service policies, standards, and organizations that will balance sales and marketing goals against costs, investment, and competitive forces.

\* Determination of systems requirements for effective customer order and information processing in order to expedite the flow of orders through the business functions.

\* Development and implementation of quality assurance methods, procedures, and benchmarks of acceptance to support product marketing.

\* Development of sound functional organizations that can effectively plan, manage, and control business activities in support of marketing, sales, operating, and financial objectives.

*The results of our work provides significant contributions to improved business operations and planning....*

---

At the conclusion of our studies, we provide both oral and written reports describing our work and the analysis of results. Benchmarks and potential opportunities for improvement are identified and future benefits estimated. Our reports are in sufficient detail that action plans can be easily implemented by the company, with or without our continued assistance.

The results of our efforts provide management with a "report card" on the present status of business operations and a direction for prioritized actions aimed at the future.

*REM Associates Qualifications....*

---

REM Associates provides consulting services designed to assist a wide range of consumer and industrial companies where operations and service improvements can help management focus programs and efforts to increase market share and profits, and improve service to customers.

We have effectively served many clients in this specific area over a long period of time. Through our experience, we have become familiar with current trends and practices and know what to look for as well as how to look.

REM Associates is a network of over forty highly experienced consulting personnel. These senior management people provide tailored resources to meet the specific needs of each company within a fee structure that is substantially lower than the larger management consulting firms.

**Our network and resources can help management move toward a greater margin of success in the 2000s.**