

**Ten Years of Projects and Training Sessions
Customer Testimonials 1998-2008
Dr. Ronald Schnetzer**

Design and Verification of the Process Control at PostMail in Bern, 2007

“Mr. Ronald Schnetzer drew up not only a comprehensive, but also a practice-oriented conceptual idea for our process control needs. Based upon this very usable fundamental structure, PostMail is now introducing process control throughout our organization.”

Michel Aeberhard, Director of the Process and Quality Management Competency Center, Post-Mail

Development of a Process and Quality Management Competency Center at PostMail in Bern, 2005-2007

“Mr. Ronald Schnetzer, with his wide range of in-depth process knowledge and his numerous years of professional experience, supported us a great deal in the design and implementation of an integrated process management system. He made significant contributions in the area of process management thanks to his integrated approach, which ultimately led to PostMail being able to systematically use the modern aspects of process management on a broad scale in its current operations. Mr. Schnetzer personally supplied much-needed assistance in the training and qualifying of our staff in the successful employment of process management principles.”

Michel Aeberhard, Director of the Process and Quality Management Competency Center, Post-Mail

Coaching in the Development of a Process Management System at RAD (Regional Medical Service), Aarau, 2006/2007

Mr. Schnetzer successfully conveyed his many years of professional experience in an easily understood manner, so that we were able to put this wealth of knowledge to immediate use. We achieved the goals we had set for ourselves, because of the exact planning and professional support he supplied.” Dr. Roman Bel, Director RAD Mittelland, Switzerland

Symposiums Personal Excellence (Personal Growth) “Unlike in the past – If not now, when?” 2006/2007

“His somewhat unorthodox introduction immediately resulted in a relaxed and comfortable atmosphere.” “The many practical tools he gave us will surely be a big help.” “The impressive film was an ideal and very appropriate way to end the seminar.” “I had never really been aware of the importance of conditioning before.” “My expectations were more than met.” “Today’s seminar expanded my horizons in a way I never would have expected.” “Today I received many impulses for an assessment of my own skills and abilities.” “I got a lot of good ideas for my work-life balance.”

NDK BPE – Post-Diploma Course “Business Process Excellence”, AKAD 2004

“The mixture of the training components in personal, business and process excellence led to a unique, one-of-a kind group dynamic and mood. In particular, the personal excellence aspects were comprehensible and clearly broadened the horizons of all of the participants. I was able to take away many personal and business aspects and I will be able to put these to use immediately. ‘Here and now’ have become more important for me and assumed their rightful positions.”
Andy Balmer, Team Leader at PostFinance in Bern.

“Business Process Excellence must now be viewed as THE answer to the fundamental questions concerning corporate management that have remained unanswered up to now and this explains why we, in the future, want to make this concept even more accessible to our customers, especially in cooperation with the extremely competent Dr. Ronald Schnetzer.” Roger N. Kloeti, Managing Director, CKP-Excellence GmbH

Trainings for Process Engineering at Swisslife / ZKB 1999-2004

“This is the first seminar in which I really learned a substantial amount.” “In my duty as a technical expert, it will no doubt be possible for me to take what I have learned and put it to good use.” “The experiences and insights conveyed increased noticeably during their concrete implementations.” “Very well presented and visualized. The trainer gave us all enough leeway to inject our own input into the discussions.”

Development of a Process Management System at Swisslife, 2000-2002

“This was an extremely exciting and invigorating cooperation with Dr. Schnetzer Consulting AG and it led to results about which we can all be very proud. The identification with and examination of our company and its process-oriented plans were quite remarkable.”

Peter Brodbeck, Director of the Team Business Excellence Individual Insurance, Swisslife

Master of Business Process Engineering (MBPE) 1999-2002

“Thank you, again. I am slowly beginning to realize that participation in the MBPE program was a tremendous opportunity for me. I am becoming more and more convinced that the change management aspects, in particular, will turn out to be a turning-point in my career.”
Michel Aeberhard, MBPE participant

Development of the Process Management Competence Center at UBS, 1998-2002

“Thanks to the capable and enthusiastic support of Dr. Schnetzer Consulting AG, a systematic and sustainably successful Competence Center could be set up, which will surely prove to be very valuable for UBS.” Stephan Haberstich, Director of the Process Management Competence Center at UBS (October 2000)

Introduction of Process Engineering at Zürcher Kantonalbank, 2000-2002

We could profit enormously from both the coaching we received and from the many years of experience of Dr. Schnetzer Consulting AG and were therefore able to extensively set up the infrastructure for our process engineering system.”

Stefan Kümin, Project Leader for the Introduction of Process Engineering, Zürcher Kantonalbank

Specialized Processes for Leasing Operations at UBS Leasing, 2000

“For a SMB, which, according to our legal structure as a self-standing organization, we are, it is very important to get to the key results as quickly as possible. Dr. Schnetzer Consulting AG, thanks to their very competent methodology, contributed significantly to the process-oriented re-design of UBS Leasing AG by very enthusiastically moderating the workshops and leading us to reliable results.” Denis Louis Vaucher, Director of UBS Leasing AG

Development of a Process Management Competence Center at Rentenanstalt, 1999

The very convincing, systematic and, additionally, tried-and-tested approach of the Dr. Schnetzer Consulting AG company saved us a lot of time and allowed us to focus on the most important activities.”

Roland Gschliesser, Director of the Process Management Competence Center, Swisslife Group Switzerland

Process-oriented development of the I-NET Competence Center, 1998

“I can strongly recommend the use of this method for the development of processes for other projects because of its primary performance and customer orientation. The procedure and the coaching from Dr. Schnetzer Consulting AG, along with the results we achieved, constitute valuable know-how and can serve as a model for further projects.”

Heino Schneider, Director of the I-NET Competence Center at Zurich Insurance