

The Secret Superpower of High Functioning Leaders: How Process Intelligence (PQ) creates Unstoppable Teams & Unbeatable Results



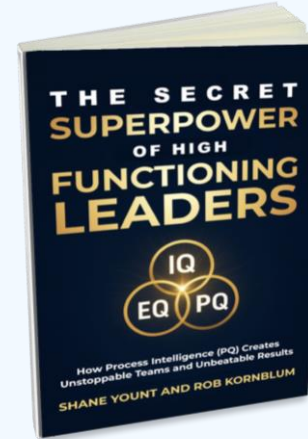
SHANE YOUNT
Chairman & Founder



Competitive Solutions Inc.



Process Based Leadership®



Released October 24th, 2025



FOUNDED IN 1991 • HEADQUARTERED IN RALEIGH, NC. • GLOBAL CONSULTING & SOFTWARE FIRM

Process Based Leadership®

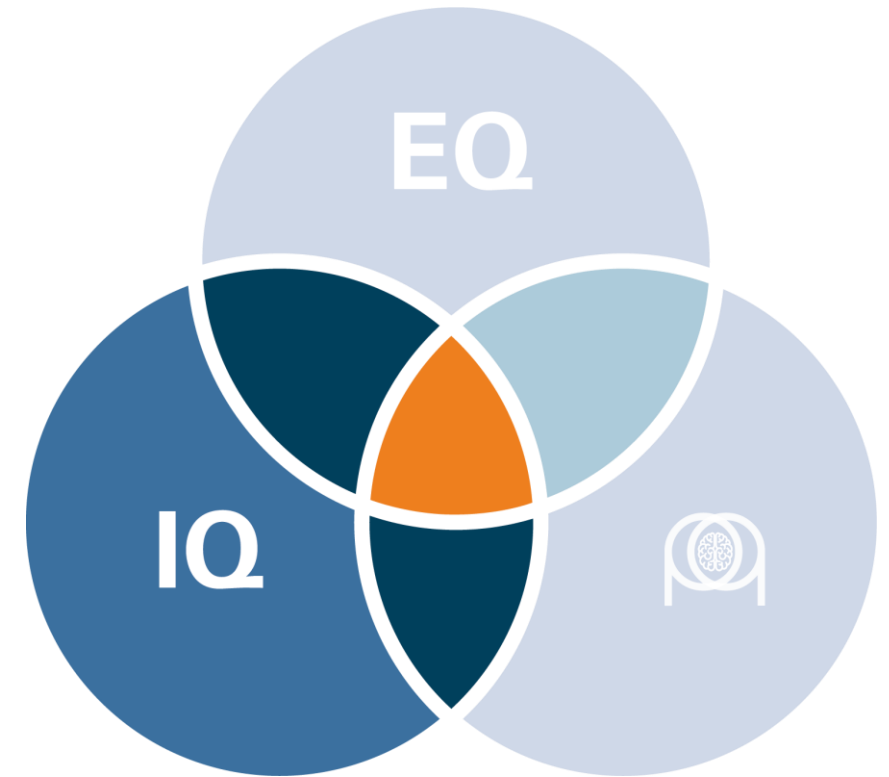
High Functioning Leader Characteristic #1:

We all want to work with smart people & we trust our HR and Recruiting partners to find, recruit, hire, & retain those people

DANGER #1 – “You are our BEST Technician, Engineer, or Operator, so you will be a **GREAT** Leader”

DANGER #2 – Organizations are struggling to get internal candidates who want to be a Supervisor or Front-Line Leader

DANGER #3 – Leaders don't shift their identity – Often keep trying to prove their value by doing the work themselves



Process Based Leadership®

High Functioning Leader Characteristic #2:

Heavily emphasized skills in many current Leadership Development Programs – Empathy, Transition Management, Leadership Presence, & Critical Conversations

DANGER #1 – Often the corporate mindset is “Hire for IQ & Train for EQ”

DANGER #2 - Can Create & Drive Leadership

Fatigue & Personality Dependence – “Unnecessary urgency is panic dressed up as productivity”

DANGER #3 – Does not scale organizational capacity –

Often leaders doing the job they left, not the job they are in

DANGER #4 – Dominate IQ & EQ leaders can build loyalty to their personalities, not the organization



Process Based Leadership®



Reflection moment:

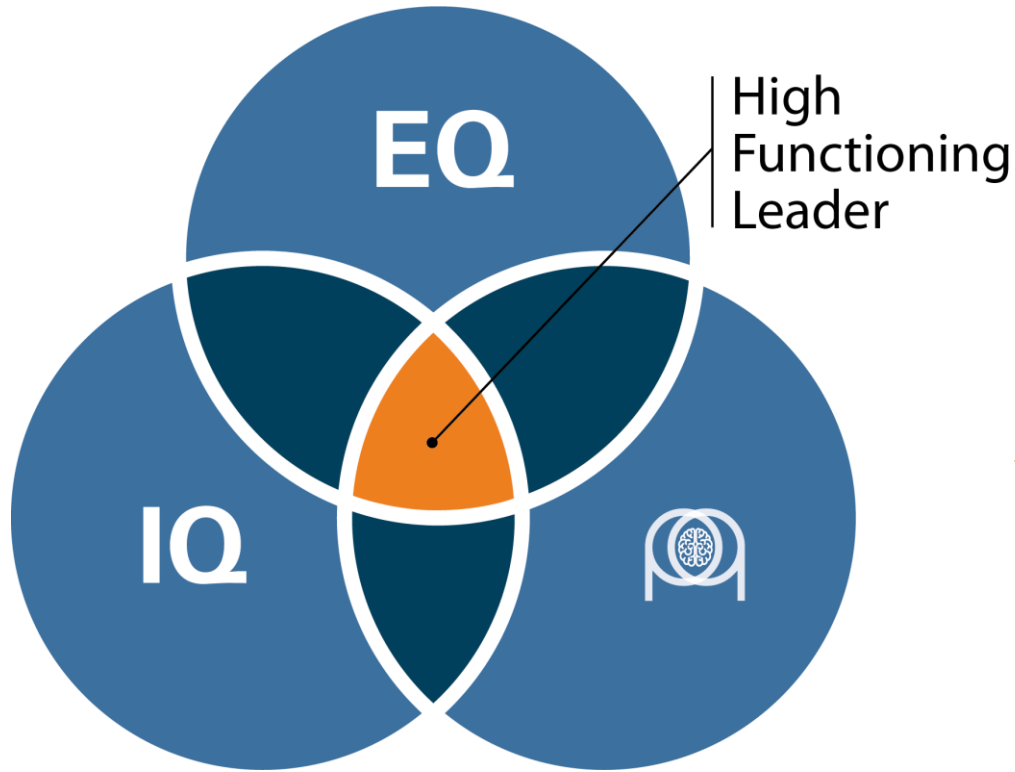
What is powering performance today?

Focusing only on IQ & EQ creates Non-Sustainable and Unscalable Organizational Performance

“Managing by Personality” doesn’t **scale** or **sustain** progress – Often creates a “False Performance Positive”

“Is your organization littered with dusty artifacts?”

Process Based Leadership®

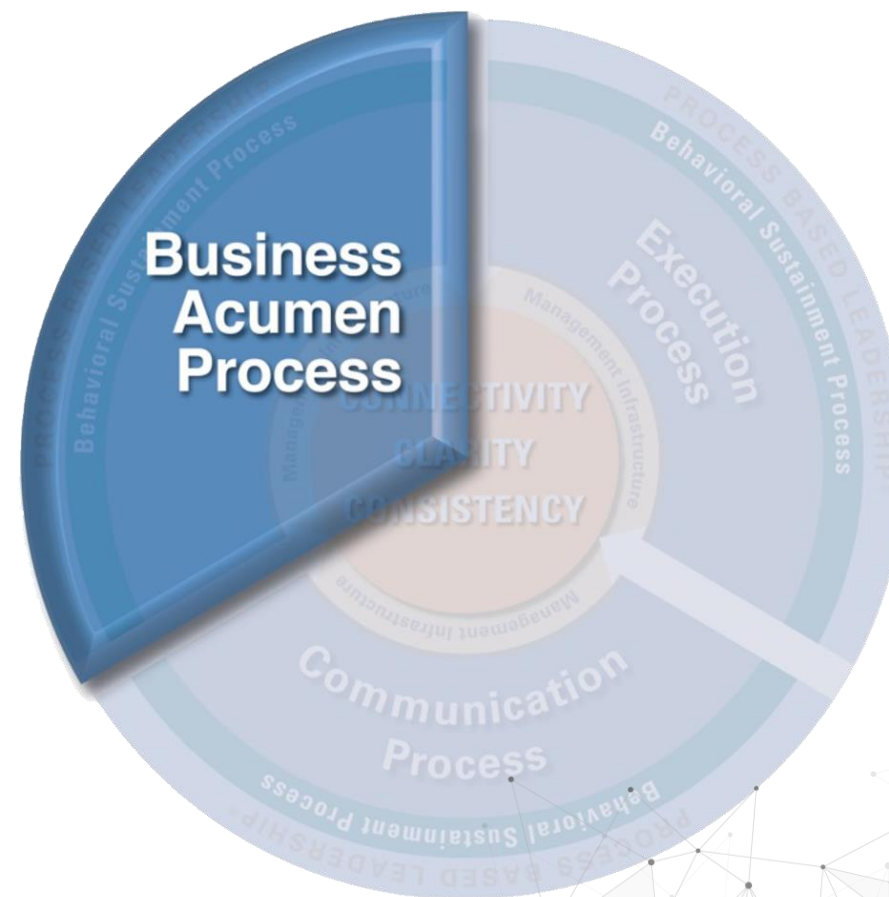


You do not rise to the level of your goals,
you sink to the level of your systems



Process Based Leadership®

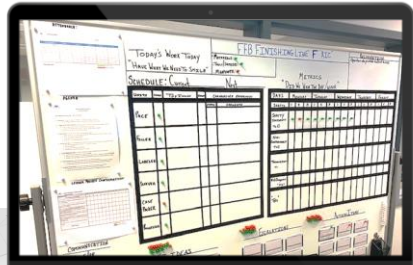
LOW FUNCTIONING	HIGH FUNCTIONING
Anecdotal	Empirical
Visualization	Utilization
Thermometers	Thermostats
Explanation	Execution



SHIFT WEEK

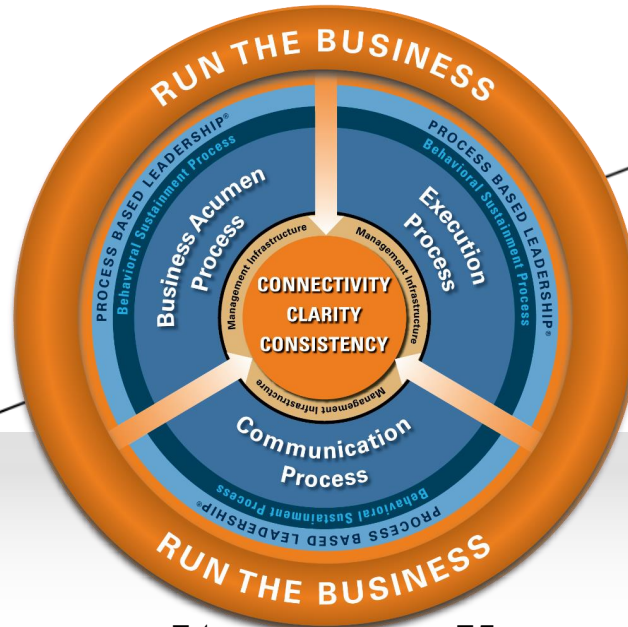
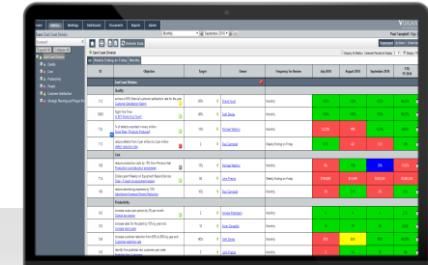
TRANSACTIONAL DAILY
MANAGEMENT SYSTEM

DAILY
MANAGEMENT
SYSTEM
Powered by PBL



TRANSFORMATIONAL
MANAGEMENT

VISUANT™
Visual • Accountable • Results



Low tech/high touch metrics

Thermostatic metrics
high tech/low touch



Drive to Digitize – **DANGER**

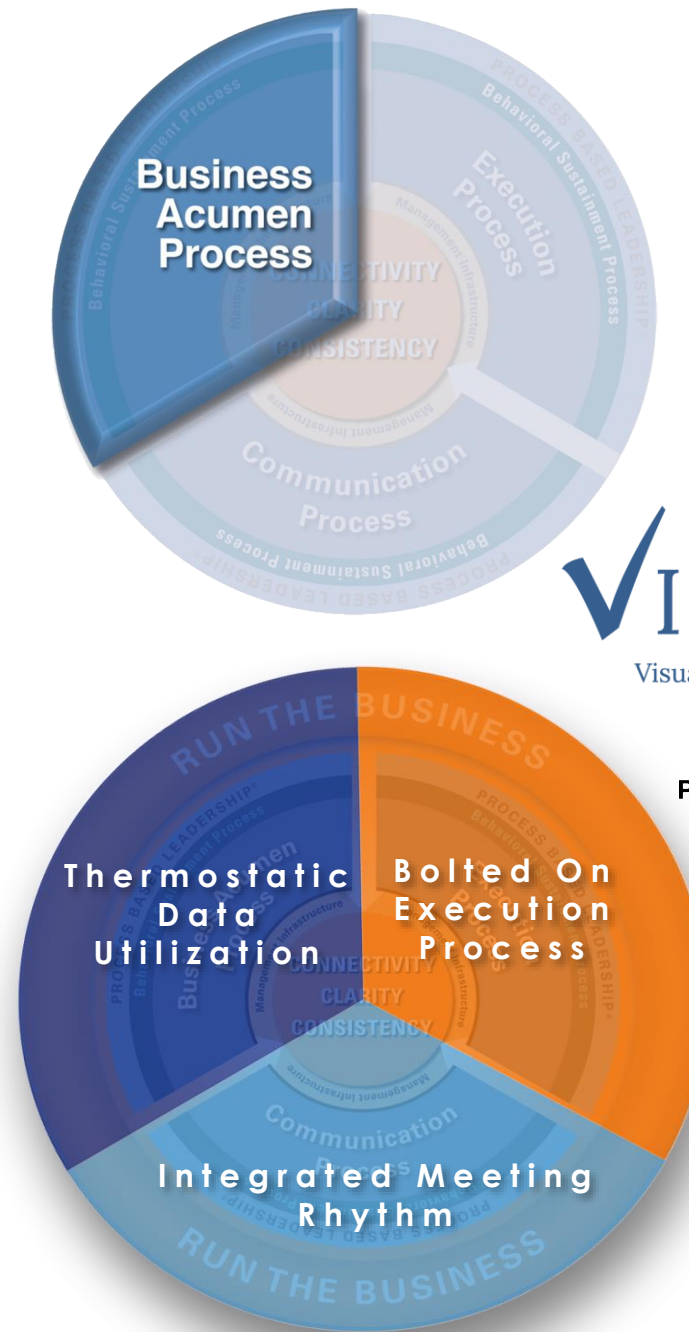
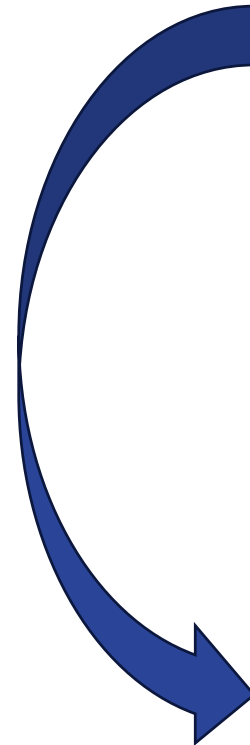
Going **“Digital”** can be intoxicating – Organizations are promised nothing short of a magical transformation. Too often it becomes an exercise in **“Visualization”** not **“Utilization”** – If an organization can’t do **“Analog”** well, how are they going to do Digital?

Tier One Example:

If a team can’t execute a good Tier One meeting, how is digitizing the process going to help?

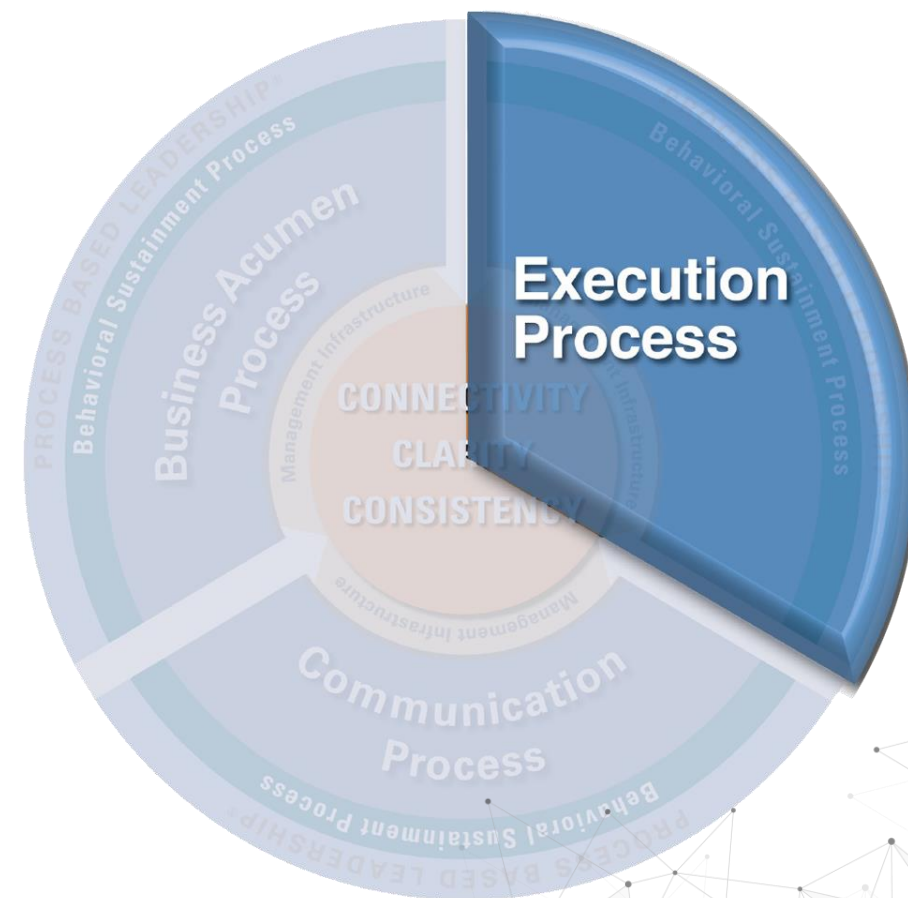
Do you have Spectators or Players?

What is your “Operating System for Continuous Improvement?”



Process Based Leadership®

LOW FUNCTIONING	HIGH FUNCTIONING
Feeling	Doing
Ignorance as an Excuse	Visible, Personal, & Measurable
Meeting Device	Accountability System
Meeting Tourist	Meeting Driver

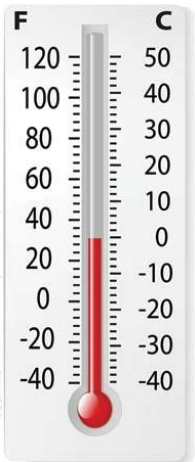


Process Based Leadership®

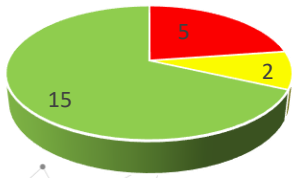
CREATING THE OPERATING SYSTEM FOR CONTINUOUS IMPROVEMENT

ID	OBJECTIVE	TARGET	A/N/D	OWNER	FREQUENCY FOR REVIEW	DECEMBER 2024	JANUARY 2025	FEBRUARY 2025	YTD
Cost									
590	\$ spent on equipment repair	\$125 ↓	⊙	Seth Davies	Weekly Ending on Friday	\$70	\$995	\$700	\$1,635
Customer Satisfaction									
587	Shipments On-Time	100% ↑	⊙	Quentin Guess	Weekly Ending on Friday	96.5%	98%	96.5%	92.25%
People									
588	Safety Incidents	0 ↓	⊙	Quentin Guess Jishnu Ashok Seth Davies	Weekly Ending on Friday	1	0	0	8
Productivity									
589	Cycle Time - Days	0 ↓	⊙	Seth Davies	Weekly Ending on Friday	2.5	3.02	2.38	2.7
Quality									
720	Line efficiency - Cars - Shift 1	90% ↑	⊙	David Mitchell	Weekly Ending on Friday	92.7%	90.4%	93.4%	93.2%
Safety									
4812	Zero Incidents^	0 ↓	⊙	Michael Watkins	Weekly Ending on Friday	0	1	1	2
8329	Zero Incidents^	0 ↓	⊙	Michael Watkins Jishnu Ashok	Weekly Ending on Friday	0	5	1	1

ID	PRIORITY	DESCRIPTION	APPLIES TO	RESPONSIBILITY	ORIGINAL TARGET DATE	CURRENT TARGET DATE	# OF EXTENSIONS	COMPLETION DATE	COMMENTS	ADMINISTRATION
2317	Critical	Review the processes for quality checks	Line efficiency - Cars - Shift 1	Will Brice	10-25-2024	10-25-2024	0	02-11-2025	Approve Respect	Comments
2184	High	Develop and submit RFP for another shipping company. We can't be dependent on one carrier.	Shipments On-Time	Seth Davies	03-04-2024	11-15-2024	12	02-12-2025	Approve Respect	Comments
2342	Medium	Initiating new project to redesign workflow in critical areas of the business	Cars - Shift 1	Paul Campbell	11-13-2024	02-06-2025	4	Mark as Complete	Approve Respect	Comments
2359	Medium	Show Derek power of Visuant software to drive results and engagement	Shipments On-Time	Seth Davies	12-06-2024	02-07-2025	2	Mark as Complete	Approve Respect	Comments
2361	Medium	Work with purchasing to identify other carriers to pick up and deliver our products.	Shipments On-Time	Seth Davies	01-17-2025	02-10-2025	1	Mark as Complete	Approve Respect	Comments
2362	Medium	Quarterly safety training needs to be scheduled with emphasis on ergonomics	Cars - Shift 1	Seth Davies	01-31-2025	02-18-2025	1	Mark as Complete	Approve Respect	Comments
2367	Medium	Delayed Shipment due to raw materials supplier. Identify alternative suppliers to ensure consistent flow of raw materials for production needs	Shipments On-Time	David Mitchell	02-12-2025	02-18-2025	1	Mark as Complete	Approve Respect	Comments
2183	Critical	Line was down for 48 hours, maintenance is running PM's to resolve issues, check with Paul in Maintenance about timing to complete	Line efficiency - Cars - Shift 1	Seth Davies	03-08-2024	04-30-2025	8	Mark as Complete	Approve Respect	Comments

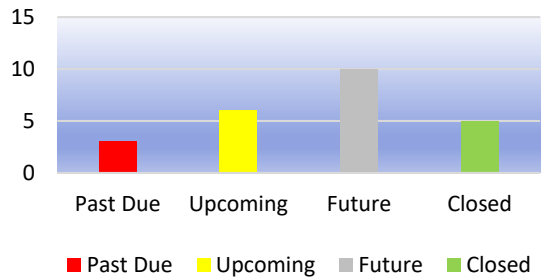
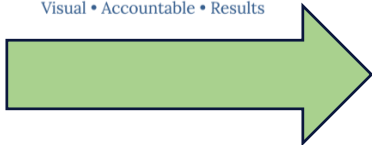


Overall Metric Performance



Red Yellow Green

VISUANT™
Visual • Accountable • Results



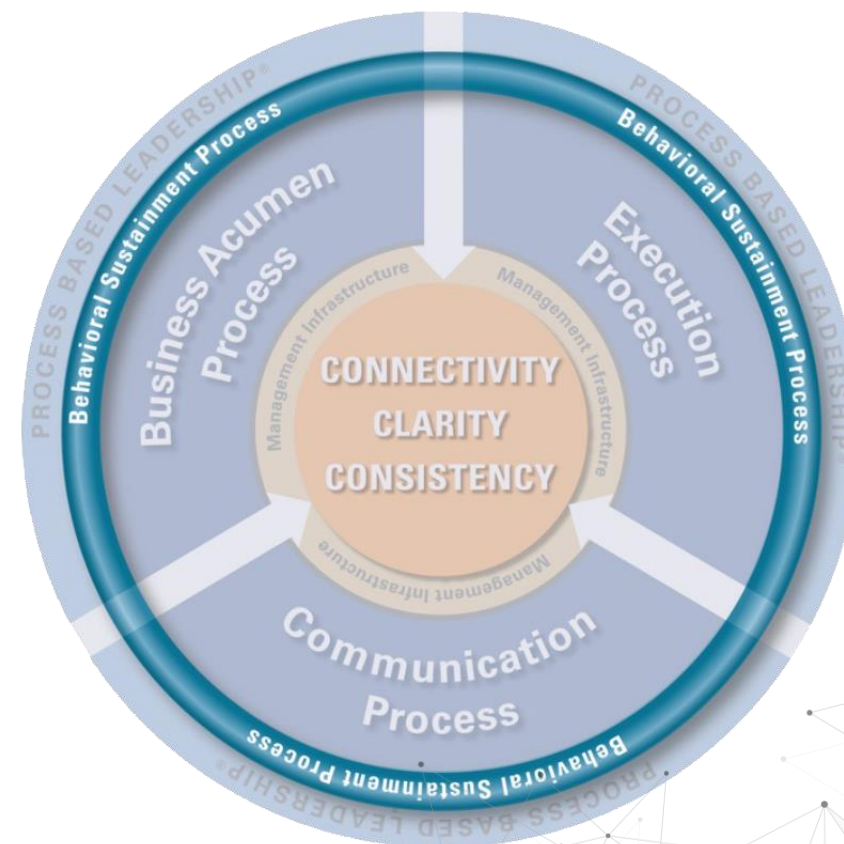
Process Based Leadership®

LOW FUNCTIONING	HIGH FUNCTIONING
Advertising	Communicating
Meetings viewed as an addition to...	Meetings viewed as an enabler of...
60%-80% of week in meetings	Six hours a week in meetings
Purpose, scope, participants unclear	Did this meeting move the business forward?



Process Based Leadership®

LOW FUNCTIONING	HIGH FUNCTIONING
Ambiguous expectations	Ideal behaviors established
Tribal knowledge	Documented business process handbook
Onboarding is personality driven	Onboarding is system driven
Dusty artifacts	Robust iteration process



Process Based Leadership®



Thermostatic metrics iterated every 90 days to drive winning or losing mindset

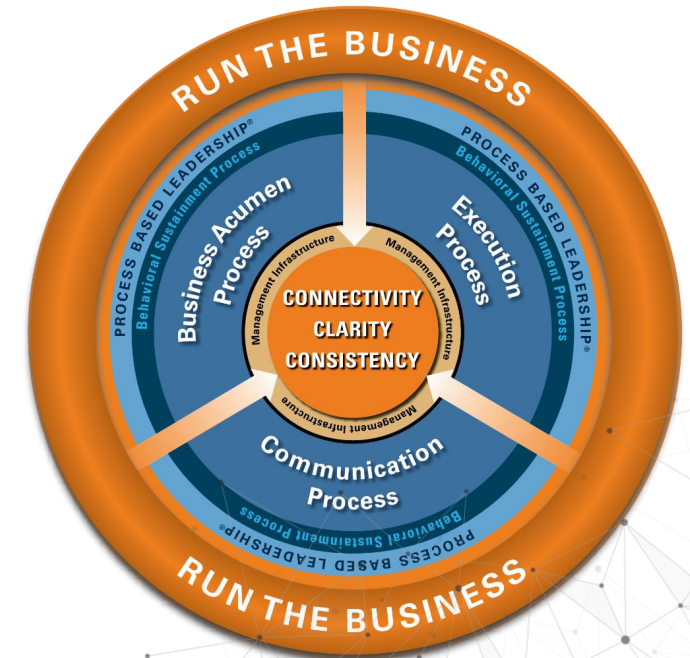
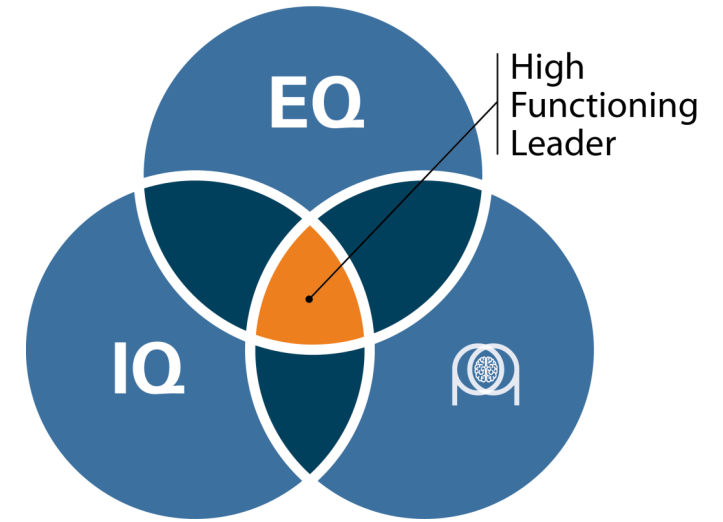
Bolt-on execution process to elevate expectations of engagement through collective accountability

Disciplined cadence of communication putting leaders on offense

Definition of ideal behaviors required to drive ideal results

Robust on-boarding system
“Welcome to our team! This is how we do business.”

Digital Operating System for Continuous Improvement that enables the “Run the Business” Process & Mindset

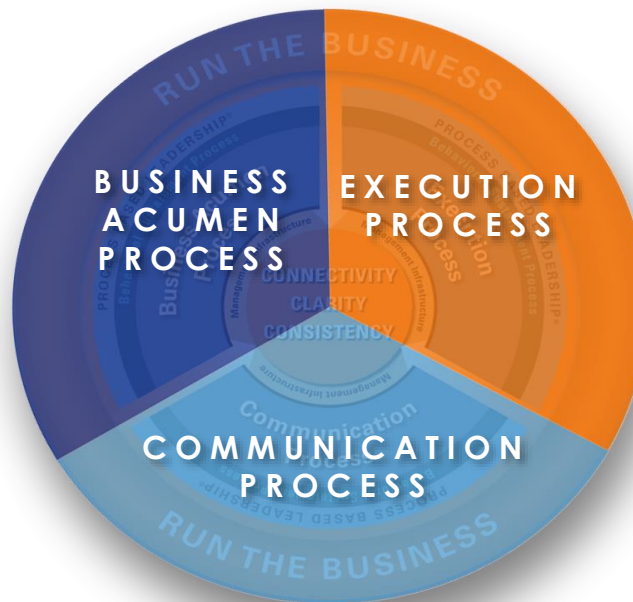
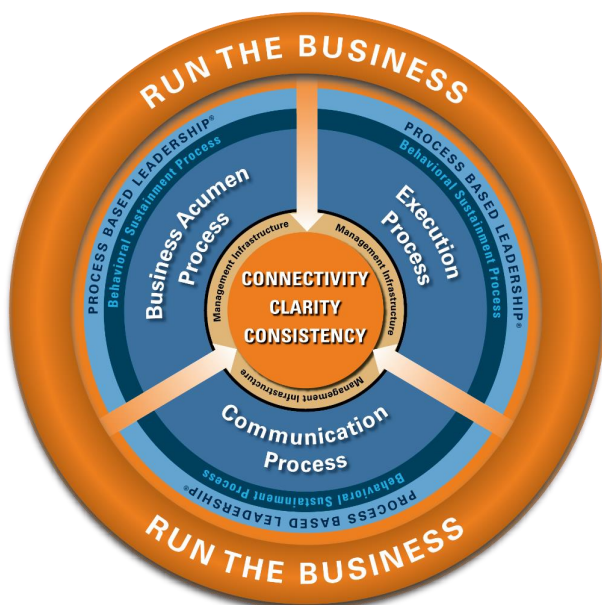


“Optimizing People, Processes, & Performance”

Process Based Leadership®
TIER MANAGEMENT SYSTEM
 Powered by Process Based Leadership®

VISUANT™
 Visual • Accountable • Results

LEADERSHIP  **GPS**



TIERMANAGEMENTSYSTEM

Powered by Process Based Leadership®

OEE

OEE improvements **1% - 2%** per line equating to savings of **\$8M from January 2025 – September 2025**

SAFETY

90% reduction in incidents over a 3-year period

COST

Favorable Manufacturing Variance of **\$3.8M YTD**

DELIVERY

Lowest Back Order Levels **Since 2014**

QUALITY

Right first time up **12%** in past six months

EFFICIENCY

170.96 days to 2.16 days = **98.7%** reduction in Action Item Cycle Time

PEOPLE

Absenteeism reduced, **13%**, reduction in temporary workers

COLLEAGUE ENGAGEMENT

60% increase in awareness of the organization's performance against goals

SAFETY

53% Recordable Injury Reduction

Why CSI? **RESULTS**

Alcon

rockline[®]
people who make it right

RUST-OLEUM
INDUSTRIAL BRANDS

3M

**COLGATE
PALMOLIVE**





THANK YOU

info@csipbl.com

SCAN FOR MORE INFO



Process **B**ased **L**eadership[®]


Visual • Accountable • Results