

Our Mission

Business and Education Research & Training Organization (BERTO) is a research and development consulting and training organization that promotes knowledge and awareness of educational, organizational development, and strategic initiatives necessary for the enhancement of individuals and organizations in the domestic and global marketplace. BERTO consultants have over 20 years in the postsecondary education and business industries. BERTO assists organizations and individuals in the implementation of their educational, organizational development, and strategic planning initiatives in a clear and concise manner by offering training seminars, workshops, and consulting services.

Training and Consulting Services

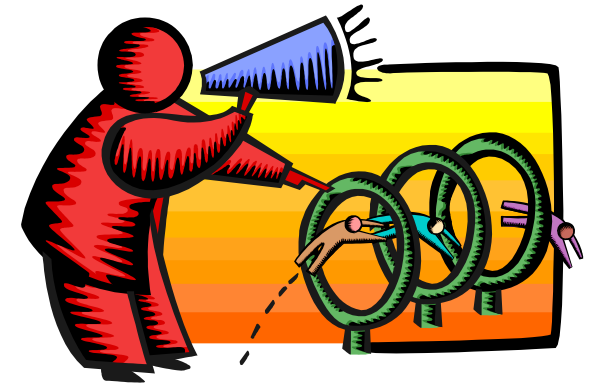
BERTO is an innovator in Training and Consulting Services providing a variety of customized research and training services to meet the needs of most businesses and postsecondary education institutions. Research and Training areas include:

- Quality Improvement and Control
- Management and Leadership
- Motivation and Team Building
- Change Management
- Service Delivery Systems
- Customer Relationship Management
- Operations Management
- Strategy Formulation and Implementation

Business and Education
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P.O. Box 09188
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“ Taking individuals and organizations to the next level through research and training.”

Seamless Service Delivery Systems



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What are Service Delivery Systems?

- Service Delivery Systems are all the interconnected process flows that impact or interact with the internal and external customers.

Why do Education Institutions and Businesses need Seamless Service Delivery Systems?

- Service Delivery Systems can be the root cause of problems in student/customer satisfaction and retention. Seamless Service Delivery Systems provide an uninterrupted process flow for students/customers as they transit through the departments within the education institution or business.

Seamless Service Delivery Systems

Training workshops are customized events consisting of:

- ❖ PowerPoint Presentation
- ❖ Training Manual
- ❖ Handouts
- ❖ Group Activities

Seamless Service Delivery Systems focuses on:

- ❖ Service Delivery System Analysis Tools.
- ❖ Strategies for Service Delivery System Improvement.
- ❖ Creating a Seamless Service Delivery System.

Areas impacted:

- ❖ Student/customer retention
- ❖ Student/customer satisfaction
- ❖ Quality and quantity of service provided to internal and external customers

Participants will receive a certificate of completion.



“Working together for continuous quality improvement in business and education.”

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