

TBM LeanSigma Improves Quality with Listen Tour Group System

TBM LeanSigma provides some of the nation's best manufacturing firms with continuous improvement seminars and plant tours. Wanting to upgrade their current tour-guide system, they found Listen Technologies. "We needed something clear sounding, easy to use and easy to transport," says

LeanSigma
Event

Coordinator,
Cheryl Groves.

No small thing
when

conducting tours
for groups of 50
to 200 in some
very noisy

plants. The fact
that Listen receivers don't
require batteries, and that
their cases also function as
chargers, has been another
strong point: no need to
change batteries. Not only
does this feature save the
company valuable time, it
also eliminates the quality
problems of receivers dying
out in the middle of a tour.

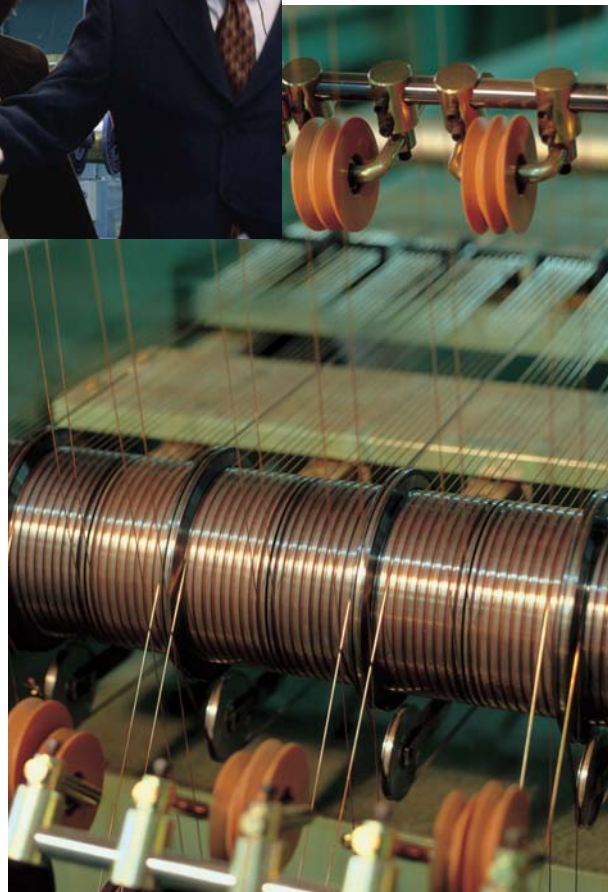
The Listen equipment
"makes us look good," to
clients and prospects, a big
plus for a company
concerned with image.



"There's a level of dependability, knowing that the tour guide system won't fail in the midst of a plant tour for 50 senior-level executives," which helps LeanSigma immensely. "A plant tour loses its value when a participant is busy trying to fix their receiver instead of listening to the tour guide," says Groves, who adds that they "have no worries" with the Listen equipment.

Working with Listen dealer Steve Elias at Baycom, Inc. made things incredibly easy, despite the fact that LeanSigma spent a lot of time on the decision-making process. "He was very patient."

One of the biggest pluses, according to Groves is the equipment's multiple channel feature. "We can run up to 12 different tour groups at the same time in the same manufacturing plant" with no loss of sound clarity and no disturbing ambient noise. Finally, she says about the equipment, "We can't be more pleased."



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