

Creating a Technology Services Company

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SAFETY PARTNERS
Hands-on Workplace Safety



From Bench to Business

- How did I end up running my own business?
 - Biochemistry
 - Lab Management
 - EHS

- Solo-preneur
 - Two things I knew
 - And then

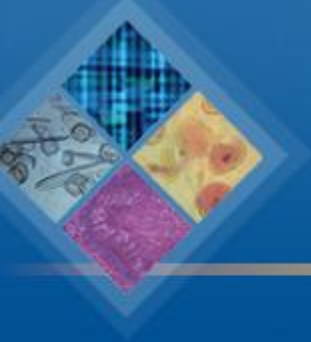


Safety Partners, Inc.

- Environmental, Health and Safety *for labs*
- Professional Services business
- Workplace safety and compliance



DELIVERING SUPERIOR CUSTOMER SERVICE



Service Providers are Educators

- Define problems and opportunities
 - Observe | Ask Questions | Research
- Present solution options
 - Summarize | Educate
- Get Buy-in
- Position client to make informed decision



Positive Momentum

- Execute with Excellence
- Always working *towards* 'even better'
- Hand it off *with extra*



Service Mindset

- Nothing replaces
 - Handshake
 - Eye contact
 - Listening

- Clarifying conversations
 - What is it? When? Why?
 - Example

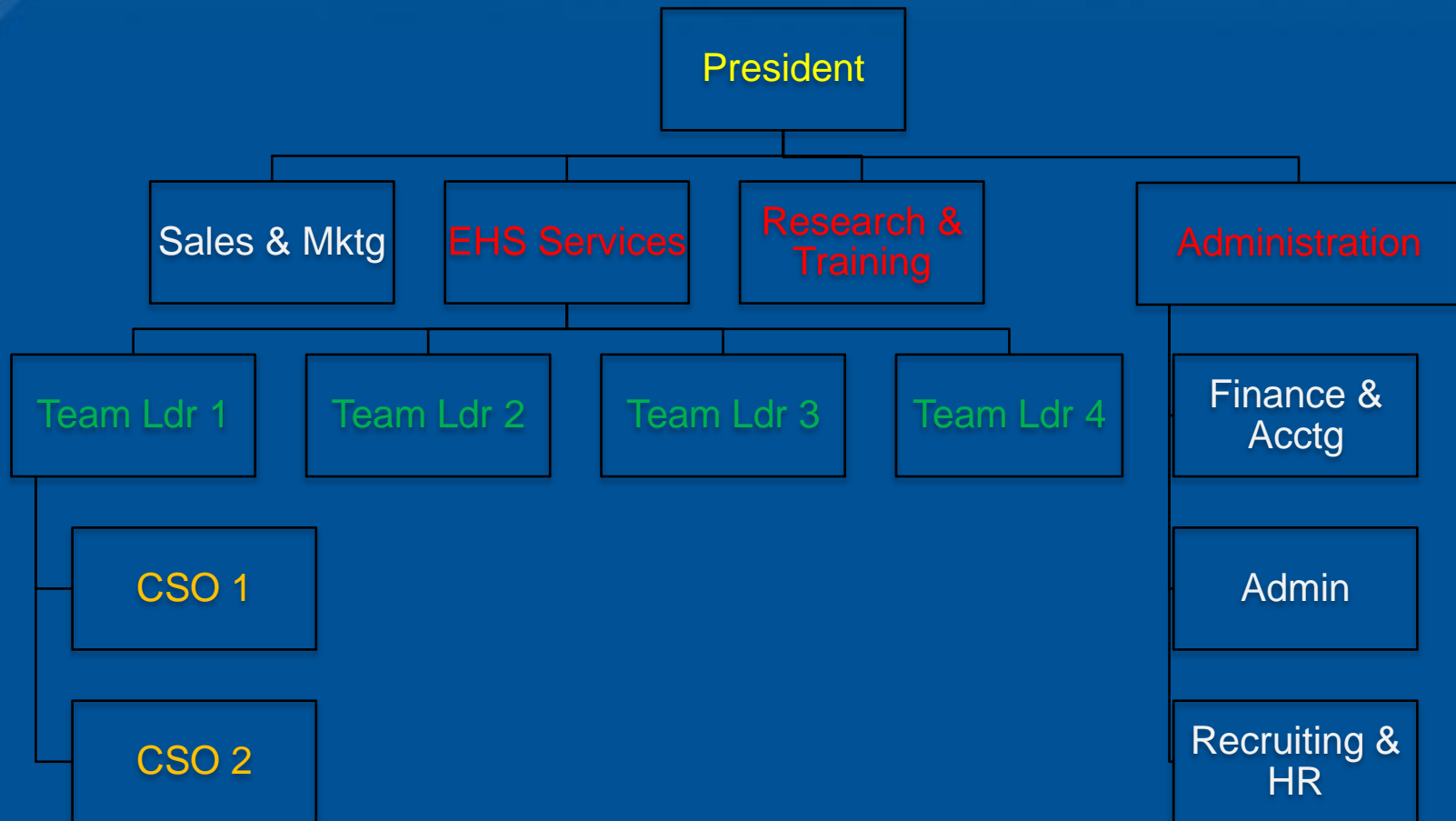


Responding to Complaints

- ODT
 - Objectives
 - Dynamics
 - Tactics

- Escalation Path

Organizational Chart





CREATING AN OUTSOURCED EXECUTIVE TEAM



Your Executive Team

- Surround yourself with ***GREAT*** people
 - Out-sourced executive team
 - *Ad hoc* advisors



Sub-contractors / Vendors

■ Legal

- Contracts

■ Brokers

- Benefits
- Insurance

■ IT support services

■ Finance

- Bookkeeping
- Payroll
- Taxes
- Strategy

■ Marketing



Subcontractors / Vendors

- Operations
- Management Training
- Human Resources
- Recruiting
- Sales



Ad hoc Advisors

- Business networking

- Examples

- Review/edit
 - Compensation review
 - Employee reviews

- Baseball Field

- Examples

- Forecasting
 - M&A
 - Connector



Non-profit Organizations

■ Volunteering

- WEST
 - Sponsorship Committee
- MALSI Day
 - CEO judges
- Bio Ball

■ Relationship building

- WPI Venture Forum
- MassBio
- AIHA