

## API OUTSOURCING - SIX SIGMA



### About Six Sigma Improvement Management System

Six Sigma is a highly disciplined process which helps organizations focus on developing and delivering near-perfect products and services. Sigma is a statistical term which measures how far a given process deviates from perfection. The central tenet is if defects in a process can be measured then they can be systematically eliminated.

### *Six Sigma Implemented to Enhance Quality Service*

In the continuing efforts to better serve its customers, API Outsourcing, Inc. announces a company-wide implementation of Six Sigma standards. Six Sigma is a breakthrough improvement management system used by many of the world's most successful companies. API employs Six Sigma standards in the design, measurement and delivery of billing and payable automation processes to provide a high quality service experience to their outsourcing customers. By doing this, API is striving to achieve no more than 3.4 defects per million transactions.

"Six Sigma standards have been initially implemented to support our strategy of productivity improvement and cost efficiencies in the support of customers," stated Gary Halleen, API's President & CEO. "Six Sigma also plays a critical role in achieving API's strategies for corporate growth. Customers are increasingly asking for assistance in billing and payable process transformation and Six Sigma is a key enabler of those efforts."

Companies, similar to API, which have successfully implemented Six Sigma, share several characteristics. These include a committed senior leadership, the use of top talent to implement, and a company infrastructure which supports the initiative. API has a team of people responsible for managing the Six Sigma process. Howard Latham, API's Executive Vice President, Operations, is a certified Six Sigma Black Belt and is the practice leader for this initiative.

### About API Outsourcing

API Outsourcing, Inc. is a leading Finance and Accounting Outsourcing (FAO) provider of innovative state-of-the-art document management, accounts payable, accounts receivable and accounting services headquartered in St. Paul, MN. By transforming manual paper-dependent payables and billing processes through our imaging, bill delivery and workflow systems, customers minimize the labor intensive work associated with back office processing and can focus on their core business. Outsourcing benefits include improved cash flow, reduced processing costs up to 60%, increased business intelligence and improved customer/vendor relationships. API currently processes over one hundred million transactions annually, delivers world-class quality, provides exceptional customer satisfaction, utilizes Six Sigma practices and performs a SAS 70 Type II Audit annually.