Trusted Business Solutions and Consulting for over 35 Years
Illinois Business Innovation Services (BIS) is a non-profit business partner that provides professional consulting and training services to U.S. companies. Since 1983, Illinois BIS experts and advisors have served thousands of companies and agencies, providing strategy consulting, talent development, and technical skills training to 75,000+ working professionals. Our success comes from strong customer loyalty based on trust and value. We ask questions, we listen, we work together as partners. In doing so, we ensure we solve the right problem and bring proven solutions that work for each unique client.

Our customized training and consulting, development workshops, and grant-funded programs are all aimed at improving clients’ bottom-line profitability. To achieve this mission, we have assembled a team of subject matter experts, successful business leaders, and trusted advisors whose experience and expertise are unmatched. Our areas of strength include Quality, Lean/Six Sigma, Leadership Development, Operations Management, Succession Planning, Innovation, New Product Development, Apprenticeship Programs and Engineering Consulting.

But don’t just take our word for it. Ask our clients. From diversified manufacturing and sustainable energy to healthcare and education, Illinois BIS clients represent the strong economic engine that is creating the future, and their satisfaction with our results speaks volumes to us and the many referrals they provide!
As a non-profit organization, we can focus on customer needs, not transactions.

It’s simple: at Illinois BIS, customers – and their ultimate success – come first.

**Mission Statement**

The Illinois BIS Mission is to provide exceptional consulting and training to help our customers thrive. We specialize in company-wide strategic business-improvement solutions that result in bottom-line profitability.

We help solve problems.
100% Customer Satisfaction*  91%
*survey of 205 BIS customers Of Customers are from Referrals

75,000+  RESULTS
Clients Served

Long-Term customers have credited us with helping them adapt, innovate, optimize performance and grow.
Training and Consulting Services Include:

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LEADERSHIP

No matter the industry, the ultimate success of an organization hinges on the direction and quality of its leadership – as well as the identification and cultivation of the next generation of leadership. We help top management in companies transform the way they lead by offering customized training and guidance in a variety of areas, including:

- Executive Leadership
- Strategic Planning
- Lean Leadership
- Innovation
- Supervisory Development
- Global Strategy
- Next-Generation Leadership Certificate Program
- Succession Planning
- Generational Team Building
- Team Leader Training
- Workplace Harassment
- Interviewing and Hiring Process
- Delivering Effective On-The-Job Training
- Empowering Breakthrough Innovators
- Developing a Culture of Serial Innovators
- Workplace Spanish for Supervisors
- Chinese Business Culture and Strategy
- Women in Leadership

CUSTOMER TESTIMONIALS

“We have been using BIS for training and audit services since 2005, and I have to say it has transformed the way we do business.

BIS has provided employee training and development for our entire staff, including top level management.

With the ever changing requirements of our customers and industry, we have found a trusted partner in BIS that is constantly ahead of these demands. We will continue to utilize the expertise and experience brought by the team of instructors.”

Barbara Lubiencki
Quality Manager, Fasco Inc.

“The Illinois BIS Lean Certification series is a good balance of the instructor’s practical experience, class presentations, handout materials, and hands-on in the classroom. The series gave me the tools to develop and implement a Lean program that we use specifically for our company. I was able to put much of the information into immediate use. The logical sequence of classes kept the learning in perspective. The series was a good all-around Lean training course.”

Dan McDonald
Senior Corporate Engineer, Illinois Tool Works Technology Center
Lean improves efficiency by identifying and eliminating waste and improving flow. Six Sigma improves effectiveness by controlling processes and eliminating rework and variation. Illinois BIS uses these methodologies to help organizations develop a long-term business strategy that can produce exceptional results. Training Includes:

- Lean Six Sigma Black Belt
- Lean Six Sigma Master Black Belt
- Six Sigma Green Belt Training
- Six Sigma Yellow Belt Training
- Lean Leadership
- Lean Operations
- Lean Operations – Workshops
- Becoming A Lean Champion Program
- Lean Six Sigma for Healthcare Certificate Program

Customized Training & Consulting
The implementation of a Quality Management System is a strategic decision that allows companies to save time and cost and improve efficiency, with the ultimate goal of improving customer relationships. Our highly qualified, and certified full-time consultants and auditors have extensive manufacturing experience and are committed to providing expert guidance at the lowest possible cost. Our training includes:

- ISO 9001 Internal Quality Auditor
- IATF 16949 Internal Quality Auditor
- Advanced Product Quality And Control Planning (APQP)
- Failure Mode and Effects Analysis (FMEA)
- Production Part Approval Process (PPAP)
- Measurement System Analysis (MSA)
- Design of Experiments (DOE) Simplified
- Quality Function Deployment (QFD)
- Root Cause Analysis (RCA)
- Statistical Process Control (SPC)
- A3 Process Problem Solving
- AS9100
- ISO 13485
- ISO 14001
- ISO 45001 – Health and Safety Regulation
- CE Mark Assistance
Whether your employees need to prepare for professional certifications, IT applications training or numerous other skill-development opportunities, let Illinois BIS help with our many business-skills training options, including:

- Project Management Professional (PMP) Exam Prep
- Essentials of Managing Projects
- Win-Win Negotiating Skills
- Accounting and Finance for Non-Financial Managers
- Building Better Supplier Relationships
- Production and Inventory Management
- Public Speaking Skills
- Effective Business Writing
- Professional English Program
- IT Applications Training
- Winning Strategies for Customer Service Professionals
- Technical Writing
- Writing Standard Work Instructions
- Digital Marketing

"I just wanted to thank you again for an excellent educational experience! It was a great course and I really enjoyed your approach and techniques. You are very knowledgeable on the content, but what really made it excellent is that you have the practical experience of what really happens in industry. Thanks again!"

Angelo Arcese
Manager Quality Assurance, ElectroMotive

"If you're looking for training in Auditing Core Tools, Root Cause Analysis, or IATF internal auditor training and practice audits, look no further than Illinois BIS and Charles Liedtke. Our internal auditors and corrective action team were amazed at the amount of knowledge they gained from Charles, and Management, they couldn't be happier in the results they've seen in the internal audits and corrective actions carried out since. In 20+ years working with ISO 9001 and IATF 16949 trainers we've never seen this level of knowledge and confidence in our trainees in such a short period of time. Thank you Charles, and you WILL hear from us again!"

Phyllis Beam
Compliance Manager, The Morey Corporation
Today’s business world requires a skilled and versatile operations workforce. Illinois BIS has developed production-level skills-training programs that are designed to help move your company toward achieving strategic objectives and includes:

- Manufacturing Apprenticeship Certificate
- Shop Math
- Blueprint Reading
- Precision Measurement
- Geometric Dimensioning and Tolerancing
- Electrical Systems
- Mechanical Systems
- Machine Tool Training
- Computer Numerical Control (CNC)
- Hydraulics and Pneumatics
- Instrumentation Basics
- Programmable Logic Control
- Total Productive Maintenance (TPM)
- Welding

- Safety and Regulatory Compliance Training
- Forklift Safety Training
- Safety Audits
- 10-Hour OSHA Outreach Training Program For General Industry
- Electrical Safety (NFPA 70E)
- First Aid/CPR/AED
- HazCom Global Harmonization
- D.O.T. HazMat Shipper Training
- Workplace Violence And Active Shooter Training
- Workplace ESL
- Workplace Reading
- Cyber Security
Get key insights to improve your company’s performance, profitability and workplace culture. BIS Insights is our proprietary survey platform that will provide your organization with powerful capabilities and data visualization options to support your survey needs.

- Workplace Culture
- Employee Engagement
- Customer Satisfaction
- Customer Segmentation

CUSTOMER TESTIMONIALS

As a business owner and leader, I can go on and on with the exceptional results we have experienced with Illinois BIS. Gold Eagle is a privately held family business that has been in existence for 77 years. We are a mid-sized manufacturer and marketer of additives that help the performance of engines. Starting in 1990, when Gold Eagle was struggling with strategic questions and less than optimal processes, the results we generated were far less than our potential.

The following is an outline of training subjects/growth initiatives, listed in chronological order, that provides special insight into the evolution and transformation that Illinois BIS has helped to instigate at Gold Eagle through their training and assistance:

- Executive Team Building
- Creating a Culture of Continuous Improvement
- Management Training for Supervisors and Executives
- Importance of, and Participation on, Corporate Advisory Board (continues today)
- Implementation and Assessment of Culture Surveys and 360 Degree Reviews
- Performance Management
- Accountability Training
- Sales and Operations Planning (S&OP)
- Operational Excellence through Lean Six Sigma and 5S Practices
- Strategic Planning
- Best Practices with Monthly Management Process & Discipline by the Executive Team
- Developing an International Strategy with a Focus on China

Marc Blackman
President and CEO, Gold Eagle Company
Public Courses & Workshops

Illinois BIS offers public courses and workshops at our Naperville location, 1100 E. Warrenville Rd., Suite 150.

With topics ranging from Lean/Six Sigma to Supervisory Development, our workshops cover the subjects and issues that are important to your business and employees.

Check the current workshop schedule on our website at illinoisbis.org/workshops
A Partial List of Companies that BIS Has Assisted with Training, Consulting, and Improvement:
Illinois BIS Partners with Chicagoland Chamber of Commerce

Apply today to receive 50% reimbursement of the cost of training your employees

The Chicagoland Chamber of Commerce and Illinois BIS are pleased to announce a partnership to help companies with workforce training. With funding from the State of Illinois Department of Commerce & Economic Opportunity (DCEO), the Chicagoland Chamber is providing grants to Illinois-based companies to improve or upgrade the skills of their current employees.

About the Employer Training Grants

Illinois BIS will conduct workforce development training for companies in the Chicagoland region, offering a wide range of programs such as Lean, Six Sigma, and other technical skills. Eligible companies may be reimbursed for up to 50% of the training costs. Companies must be located in Illinois, and training participants must be full-time, Illinois-based employees.

For more information, current Chicagoland Chamber Members can contact Sharon Andersohn at sharon.andersohn@illinoisbis.org. Non-Chamber Members can contact Brandi Hovizi at BHovizi@chicagolandchamber.org.

About the Chicagoland Chamber of Commerce

The Chicagoland Chamber of Commerce combines the power of people, with our legacy of leadership and business advocacy, to drive a dynamic economy. We focus on delivering value for our members, making Chicagoland a world-class place to live and work. With 1,000 member organizations that employ 400,000 people and create more than $24 billion in revenue, Chamber Members represent a diverse cross-section of our economy from all industries, and include small and emerging businesses, mid-market companies, large corporations, and multi-nationals.

For more information, contact us at: (630) 505-0500 x 235 or info@illinoisbis.org
PARTNERS

CHICAGOLAND CHAMBER OF COMMERCE

DEANHOUSTON+

Webit

SUNSTREAM Engineering and Design Innovations

Bank of America

Illinois Department of Commerce & Economic Opportunity

PRAIRIE
Our Location

1100 E Warrenville Rd • Naperville IL 60563

We are located in the Chicago suburb of Naperville, IL, approximately 35 miles from downtown. We are conveniently located 30 minutes from both Chicago O’Hare and Chicago Midway airports, right off of Interstate 88. Our office is also located minutes from the BNSF Metra Rail Line, which is easily accessible from Chicago’s Union Station.