



6) CONTACT US



We occasionally speak at conferences organized by IQPC (International Quality and Productivity Center) and the Balanced Scorecard Collaborative with David Norton and Robert Kaplan. Most of these seminars are on the Balanced Scorecard, survey design, GPRA (the Government Performance and Results Act), the Service Profit Chain, or methods for analyzing linkages between corporate culture and financial performance. Contact us for details. EMPA Incorporated is located in Chelsea, Michigan, a small town just west of Ann Arbor.

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