



General Physics Corporation

Meeting the demands of training just became easier.

GP gives you one less thing to think about so that you can focus on what matters most.

With all the details that go into running a corporate training department, your staff's attention is usually drawn to the day's hottest priority, leaving little time to pull back and think about overall strategic concerns. With GP's managed services, however, you're free to put the focus back where it belongs. We take care of the administrative and logistical aspects of your department so that you can attend to the higher-level strategies that can really make a difference to your organization's competitiveness.

A wide range of managed services to meet your needs.

As a global provider of performance improvement solutions for over 40 years, GP has the resources and capabilities to manage everything from a single service to your entire training infrastructure. Every solution we provide is customized to your processes and requirements, flexible enough to accommodate individual needs, and scalable to serve multiple offices worldwide, if needed. Our managed services in Asia Pacific include the following:

- ▶ **Training Administration.**
Trust GP to manage the logistical and administrative infrastructure of your entire training department.
- ▶ **Course Administration.**
Maximize class sizes and minimize costs with GP's proven process for managing course content, scheduling, and marketing.
- ▶ **Call Center Services.**
Deliver 24/7/365, multiple-language help desk, scheduling, and information services to your students and instructors with GP.
- ▶ **Instructor Resource Management.**
Leverage GP's decades of experience to help select, manage, and evaluate instructors so that you always have the best talent available.
- ▶ **Learning Management System (LMS) Support.**
Count on 24/7/365 support, hosting, and help desk services for your LMS.

Get to know GP:

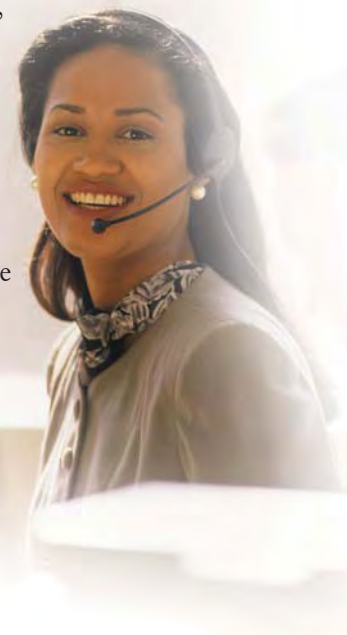
- ▶ More than 40 years of performance improvement experience
- ▶ Offices throughout Asia, Europe, North America, and South America
- ▶ Over 1,700 professionals worldwide
- ▶ Additional performance improvement services available
- ▶ NYSE:GPX



www.gpworldwide.com/asiapacific/

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Sophisticated technology and a performance-based infrastructure.

Unique qualities distinguish GP in the Asia Pacific region.

GP's services are built on an established infrastructure with proven, documented processes that are custom designed to fit your specifications, performance metrics, and ISO quality standards. All of our services are measurable and continuously evaluated for their efficiency and effectiveness. This system not only allows us to remain flexible to your changing needs, but also to ensure performance excellence. The following elements are key to our process:

- ▶ **Web-Based Quality System**, housing job descriptions, procedures, work instructions, and forms.
- ▶ **Corrective Action Reporting** to identify and eliminate recurring problems and defects. Data is collected, reported on daily, and tracked through resolution.
- ▶ **Preventive Action Reporting** to proactively prevent problems from entering the training system. Data is collected, reported on daily, and tracked through resolution.
- ▶ **Performance Measures** based on service-level agreements are monitored daily.

In addition, GP utilizes the latest technologies, including a toll-free/IVR hotline and a custom-developed problem-resolution database to manage problems, requests, and questions. By using telephone technology as a means for collecting key metric data, GP is able to respond proactively to problem cases or concerns, to monitor and adjust staffing, and to identify and address trends that could have an effect on quality or customer service.

Unbeatable benefits from an established provider.

GP has delivered services in the Asia-Pacific region for more than 20 years to help our clients:

- ▶ **Maximize Resources.** Our efficient processes make training administration more affordable, and our experience helps us find ways to cut costs across the board.
- ▶ **Improve Efficiency.** Our streamlined and automated processes help improve the overall efficiency of training administration.
- ▶ **Optimize Satisfaction.** GP's proven processes and exceptional customer service help improve employee satisfaction with training.
- ▶ **Regain Focus.** By relieving your staff of mundane and distracting tasks, they are free to focus on higher-level, mission-critical initiatives.

Nothing excites us more than knowing we've made a positive impact on our clients' performance. To achieve that, we make a point of hiring and retaining people who are best at what they do. As a result, we're able to bring value-added qualities, such as follows, to our client experiences:

- ▶ **Exceptional Service.** GP's greatest strength is our willingness to go above and beyond to achieve your satisfaction.
- ▶ **Unrivaled Resources.** Our extensive experience gives us access to an unparalleled library of global best practices, lessons learned, and efficient processes.
- ▶ **Unparalleled Reach.** With over 1,700 training experts around the globe, GP can deliver services to all your worldwide locations.
- ▶ **Consistent Processes.** We maintain the consistency of our processes around the globe, so you can achieve repeatable results across multiple offices.
- ▶ **Cultural Sensitivity.** Even though our company is based in the U.S., we've had a presence in Asia since 1985 and are sensitive to the cultural differences and native-language needs of local companies.
- ▶ **Broad Expertise.** GP has extensive experience in a wide range of businesses, including those in the electronics, semiconductor, life sciences, energy, metals, food and beverage, automated systems, and automotive industries.

Partner with GP for reliable managed services.

With GP's extensive experience in delivering managed services around the globe, you'll receive the kind of quality services that give you renewed peace of mind, freedom, and perspective for achieving your training goals. To learn more about what we can do for you, contact us today.

Call GP Asia HQ at **+65 6827 4401** or GP India **+91 44 281 59982 - 90**, to learn more about the cost-effective benefits of managed services from GP.

Ask about our other performance improvement services:

- ▶ Technical and Skills Training
- ▶ Technical Writing and Illustration
- ▶ Operational Excellence Training and Consulting
- ▶ Management Skills Training



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