



The Company

O.C. Tanner is the world's premier provider of strategic employee recognition solutions, providing award programs to some of the world's most successful companies.



You wouldn't recognize the company from its humble beginning in 1927 in the basement of a Salt Lake City home where founder Obert C. Tanner's mother lived. Tanner was an educator at the time and believed students deserved more than a diploma to mark their graduation. He began selling class rings and pins to students throughout northern Utah and later, manufactured his own.

In the 1940s, Tanner recognized the need for companies to reward their employees with a tangible, lasting memory of their accomplishments, and began providing awards to corporate America.

"Alamo is a very organized, very efficient and customer oriented company"
- Larry Hamilton

Today, the company's core business is still employee recognition. O.C. Tanner creates employee recognition programs in the areas of service, performance, sales and safety. Along with an award line that includes more than 2,500 products, the company provides custom Internet and on-demand print communication tools, full service program administration, Web-based recognition programs and award winning presentation training for managers.



O.C. TANNER

The recognition experience®

The Olympics



O.C. Tanner, the world's leading provider of corporate recognition products, provided the highest symbols of achievement - the gold, silver and bronze medals for the 2002 Olympic Winter Games.

In addition to the 2002 medals, O.C. Tanner is proud to create commemorative rings for each member of 2004 Athens U.S. Olympic Team just as it did for U.S. Teams in the 2000 Sydney Games and the 2002 Salt Lake Olympic Winter Games



The Objective

For O.C. Tanner, obtaining its ISO 9001:2000 certification was part of a continuing strategic vision to:

- Continuously enhance client satisfaction
- Apply Lean, Six Sigma practices and principles throughout its processes
- Reduce defects and eliminate product and service errors
- Delight every client with outstanding employee recognition programs and awards



The Action Plan

O.C. Tanner chose Alamo's **Fast Track Program** because of its "ability to integrate" with their current system. Alamo worked closely with O.C. Tanner to create a customized and tailored quality system, while still allowing them to meet their registration goal of just 5 months.

The Benefits

The Fast Track provided a custom and flexible basis to meet O.C. Tanner's need for standardized work. When every product you make is made by hand, quality must be built in at every step - and Alamo made sure of that.



The People

"Everything worked just the way we wanted"
- Larry Hamilton