

Industrial Launderer

“Windy city, warm hearts”



The Roscoe Company credits CMI for their success and growth.

Change starts at the top

“In 1992,” Jim recalls, “we began working with CMI, a management consultant, to help us take a hard look at how we are running our business. Bruce Hodes at CMI did a tremendous job in helping us define our strategic planning process and develop our team members to implement our plans. Several times per year, Roscoe holds off site meetings where leadership team members step back and look objectively at company practices and policies and how they can be improved.”

“We did a lot of team building exercises at our off site meetings,” Stedman points out. “The exercises forced us to look at how we work together to solve customer issues. We learned how to step back, define a common goal, and

determine the best processes and procedures to achieve that goal. It really empowered us to deliver a much better product for the customer.”

“We do a lot of work with small to medium size companies,” Hodes, CMI’s founder and CEO, testifies. “We specialize in training high performance work teams and Roscoe was a great fit for us.”

“We rate teams on five criteria: purpose, approach, products, interpersonal and customer service. Once we measure performance for each of these criteria, we can identify and develop tools to improve them. For Roscoe, it’s paid off tremendously. They’ve established themselves as a viable competitor against the nationals, they’ve grown their business in a tough market, and they’ve succeeded in implementing dramatic service improvements to their customers.”

“I strongly believe that the team building and strategic planning skills that CMI gave us are critical to differentiating Roscoe in the marketplace,” said Jim. “Bruce began the process with us by forcing us to look at where we were coming up short on customer service issues and pushing us to develop better ways to handle them. Bruce showed us the importance of strategic planning, of empowering people and developing a team philosophy.

“The impact they’ve had on our operations has been immeasurable.”