

Service Area	Industry	Audience	End Product
Management & Process Consulting	Government	Executives	Efficiency reports
		Executives and Managers	Usage Surveys and Customer Satisfaction Surveys
		Managers and Executives	Survey Result Reports
	Non-Profit	Executives, Managers, Staff, and Board members	Policies & Procedures
	Healthcare	Executives, Managers, and Staff	HIPAA* Gap and Risk Analysis Reports
	Industry**	Executives, Managers, and Staff	ISO 9001-2000 Gap Analysis Reports
Executives and Managers		Process Improvement Reports	
Product Design & Usability	Software/High-Tech	Managers and Staff	Heuristic Reviews
			Usability Test Designs & Usability Tests
			Interaction and Interface Improvement Reports
Technical Writing & Editing	Government	Executives	Proposals
	Non-Profit	Managers and Staff	Desktop Instructions
	Healthcare	Executives, Managers, and Staff	HIPAA* Policies and Procedures
	Industry**	Executives, Managers, and Staff	ISO 9001-2000 Policies & Procedures
	Software/High-Tech	Staff	Developers' Guides
		End-users	User's Guides
			Online Help
			Tutorials
		Reference Guides	
Professional Services	End-users	Instructional or Prompted Content	
Training, Team Building, & Group Facilitation	Government	Managers and Staff	On-site Workshops and Workshop Materials
	Non-Profit	Managers and Staff	On-site Training and Training Materials
	Healthcare	Managers and Staff	On-site HIPAA Training and Training Materials
	Industry**	Executives, Managers, and Staff	ISO 9001-2000 Awareness Training and Training Materials
		Managers and Staff	ISO 9001-2000 Internal Auditor Training and Training Materials
		Managers and Staff	Training and Training Materials across a variety of topics.***

* -- Privacy Rule and Security Rule

** -- "Industry" includes, but is not limited to: manufacturing, high-tech product development, professional services, and distribution.

***-- Examples of training topics include organizational and professional development, using systems and tools, human relations, general management training, and performance improvement.