If you are committed to...

Total Quality Management Continuous Improvement Core Process Reengineering Organizational Learning

If you are committed to...

Improving the intelligence that informs your work

Then the only way to know what's working and what's not is...



The Feedback System from DIACOM TECHNOLOGIES

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Surveyor uses DiaCom's patents-pending DDP (Distributed Dialogue ProcessingTM) technology, designed exclusively for feedback gathering, processing and viewing. DDP technology consists of a proprietary, object-oriented database called DeepCore and a series of interface protocols that can be embedded into computer operating systems, stand-alone applications, e-mail systems, client-server applications or network operating systems. DDP runs on Microsoft WindowsTM and Macintosh[®] platforms and can be ported across virtually all platforms.

DDP facilitates a detailed dialogue between the users of a product, process or service and those who are responsible for developing, managing, or improving it. This is accomplished by addressing the two most significant obstacles to the feedback process:

1) gathering as much feedback as possible from each and every user <u>AND</u>

2) making sense out of the high volume of feedback gathered.

SURVEYOR : the FLASH Interface

The FLASH interface serves as an electronic suggestion box, allowing users to easily and rapidly express their experiences in precise detail. FLASH lets users give feedback on the fly by automating the process of contextualizing and addressing messages through a series of customizable, icon-driven menus. This enables users to quickly identify where they are, and subsequently to indicate:

• *WHAT* they want to communicate: a question, suggestion, problem, complaint, appreciation, or impasse.

- *WHEN* a response is needed: FYI, by a specific time, ASAP, stuck until help arrives.
- *WHO* needs to see the message: an individual, a team, a department, the whole company.
- *ABOUT* which aspect of the product, process, or service they are using.

The message itself is then typed into the feedback window and sent.

Your Company	
Company	Division
Work Group	
Project ABA	
Use of Multimedia Tr	aining Courseware
Quit Review	Retrieve Send

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: the VISUALIZER

The Visualizer is the graphically displayed nerve center of SurveyorTM, organizing the feedback for rapid, "at-a-glance" review, even with thousands of feedback messages.

With the Visualizer, users "take the pulse" of key issues—identifying critical needs, detecting patterns over time, and taking advantage of suggestions by reviewing actual feedback messages.

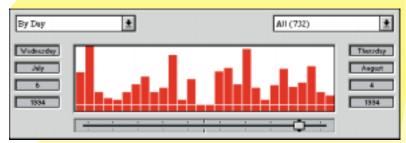
The Visualizer quickly abstracts a summary of the entire database into random access memory (RAM), allowing the user to fly through patterns of feedback without experiencing the delay of disk access during each iteration.

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display/select: situational filters

General	General	General	General
Question	NeveriFY1	Evergone	1
ld+a	No Hurry	Esperts	2
Problem	Soon	Not My Boss	1 3
Complaint	ASAP	📕 Only You	4
What	When	Who	About

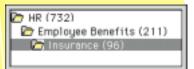
display/select: feedback patterns over time



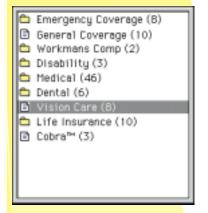
display/select/respond: individual messages

Question	Soon	Experts	4
HR::Employee::Ber	efits::Med	lical::Vision care	7/28/94
Does the new visio			

display/select: locations



display/select: categories



display/select: filtered group

7/14/94 Accounting, Anonymous, Quest 🔶
7/14/94 HR, Bldg 4, Steve Miller, Idea 🚃
7/16/94 Accounting, Bertha Grant, Idea
7/19/94 Mof, Bldg 8, Anonymous, Comp
7/26/94 Mktg, Breta Bork, Problem
7/28/94 HR, Bldg 2, Manny Perez, Quest
7/28/94 Eng, Dept 7, Bldg 9, Anonymous
7/30/94 PR, Bldg 4, Ivan North, Questio
7/50/94 Mnf, Bldg 7, Mary Hu, Question
7/31/94 Mktg, Abram Potel, Question 💻
7/31/94 Comms, Dept 2, Bldg 8, Sally V 🔹

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DIACOM TECHNOLOGIES, INC.

changing the way individuals and organizations learn and perform

"Any strategy for significantly improving business, education or training begins and ends with the quality of its assessments and evaluations.

What does the customer, employee, student or trainee need? What do the salespeople, trainers or line people need? What do the engineers or human resource people need? What resources do the executives, managers and supervisors need to provide?

Without accurately assessing customers' needs, products and marketing efforts fail. Without accurately assessing employees' needs, management fails. Without accurately assessing students' needs, education fails.

The currency of accurate, relevant, dynamic assessment is feedback. Getting it and understanding it is the difference between what works and what doesn't."

David Boulton, CEO



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