

# KELLOGG ADVANCED MANAGEMENT EXECUTIVE PROGRAM'S ALUMNI NEWS ALERT



## Welcome to the Kellogg AMEP Newsletter Happy New Year!

We hope 2017 brings you much success. May you professionally and personally enjoy a banner year of growth, prosperity and triumph.

The AMEP team of officers is delighted to be part of this amazing group of alumni. Though last year was one of learning and navigating, we intend for this year to be one where we can do a great job of connecting each of us together for business opportunities and new market expansions.

We begin with this newsletter. Thank you to our volunteer editor, Regina Glenn ('98), who has taken on the onerous task of corralling our team and our advisor into providing regular contributions that impart worthwhile information to you, the alumni group.

Here are a few things to make sure and check out in this issue of the AMEP Newsletter:

- **Mark your calendar – April 18-19, 2017** AMEP alumni are returning to Northwestern for a day and a half of connections, opportunities and knowledge!
- **Submit your success stories** – we want to highlight the innovative, talented, cream of the crop AMEP alumni who are living up to the vision of creating economic growth and impact.
- **Meet the officers** – Find out a little about each of our AMEP officers. We welcome your input so get in touch and stay in touch with us!

Get ready for an exciting year and remember...

*“Education is not the filling of a pail, but the lighting of a fire.” --Yeats*

AMEP Alumni President, Terri Quinton '05

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*It does not take a majority to prevail... but rather an irate, tireless minority, keen on setting brushfires of freedom in the minds of men.*  
– Samuel Adams



**Mark Your Calendars**

**April 18-19, 2017  
Northwestern University  
Kellogg School of Business  
AMEP Alumni Gathering**

## AMEP Successes: Spotlight on alumna Tillie Hidalgo Lima '07

*From the October Transforming Minority Inclusion Session*

I'm the president and CEO of Best Upon Request (BEST), a national on-site concierge company that serves financial, insurance, manufacturing and healthcare organizations. BEST helps employees save time and decrease stress, resulting in increased engagement and commitment to their employer. For healthcare clients, BEST also takes care of patients' non-medical needs to improve the patient experience.

I attended Kellogg AMEP in JUNE 2007. I saw it as an opportunity to get really strategic about our business, learn best practices and strengthen the financials. I applied a lot of the lessons, especially from the class taught by Steven Rogers about entrepreneurial

finance. This program helped me answer the question, "Do you want a lifestyle business or a growth business?"

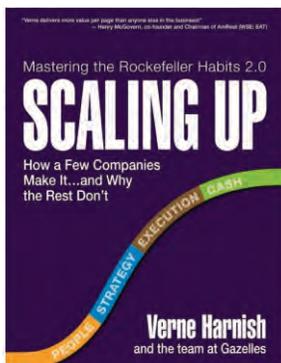
I decided I wanted to be a high-growth entrepreneur, to create wealth for my family and the families we employ. I wanted to be known for excelling in business fundamentals.

Today, BEST is financially strong. We've been debt free since 2012, earned the Corporate Plus® designation from the National Minority Supplier Development Council in 2015, and have adopted Holacracy, an innovative organizational operating system. In business now for 27 years, we have on-site offices in 10 states, serving customers in 20 states.



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- Tillie Hidalgo Lima '07*

### On the Bookshelf



#### **Scaling Up: How a Few Companies Make It...and Why the Rest Don't**

*Scaling Up* by Verne Harnish and his team provides practical tools and techniques for building industry-leading mammoth businesses. The tools provided have been used by more than 40,000 firms (many more than \$1 billion in revenue) around the

globe to get their organizations moving in sync to create something significant and enjoy the ride. The book focuses on four major elements necessary for success – People, Strategy, Execution and Cash. The goal of the book is to help executives create a team that is engaged, customers that do your marketing and everyone concerned making money. This book is written so everyone -- from front-line employees to senior executives -- can get aligned in contributing to the growth of the firm.

### The Development Minute

#### **There Will Be Casualties...**

In his blog post, –*The Maximus Principle Casualties Are Acceptable*, Chris Widener writes: "Anytime you move your organization to the next level, there will be casualties. Many leaders try to take their organizations forward with no casualties. But this is the fact: It cannot be done."

The reality is that there are those who will not buy into a new vision, that there is no longer a fit between what the future offers in terms of their own desires or skill match or simply an irreconcilable difference of opinion in where things are going. Some leaders choose to wait until "they can get EVERYONE to the next level." But here is why he encourages you not to wait:

- Accept casualties as a fact of life.
- Find and develop the vision of where you want to take your organization.
- Lead boldly.
- Try to minimize casualties.
- Let some people go.
- Enjoy the next stage when your organization gets there.