

**PROFESSIONAL  
COMMUNICATORS AND  
BUSINESS CONSULTANTS**

**BUSINESS DOCUMENTATION**

Policies/Procedures  
Business Plans  
Proposals  
Manuals/Flow Charts  
Forms/Letters  
Employee Handbooks  
Internet/Intranet (HTML)

**COURSE DEVELOPMENT**

Task Analysis  
Interviewing  
Tutorials  
Slide Presentations

**MARKETING/ADVERTISING**

Company Objectives/Goals  
Corporate Identity  
Trade Dress  
Flyers/Brochures  
Trademarks/Copyrights  
Electronic and Print Copy

**TRAINING ASSISTANCE**

Employees and Sales Staff  
Office Procedures

**MEDICAL/NUTRITIONAL WRITING**

Supplement Flyers/Brochures  
Fact Sheets/Manuals

**TECHNICAL DOCUMENTATION**

Department Procedures/Workflows  
Installation Guides  
Software User Manuals

TAKE ADVANTAGE OF OUR  
PROFESSIONAL  
BUSINESS COMMUNICATIONS,  
WRITING, EDITING, AND  
CONSULTING EXPERIENCE

LONG OR SHORT TERM  
ASSIGNMENTS

STARTUP, SMALL, AND  
LARGE COMPANIES

ON-SITE AND OFF-SITE

*SUCCESSFUL WITH ALL LEVELS OF  
BUSINESS PROFESSIONALS:  
MANAGEMENT  
PROJECT LEADERS  
PROGRAMMERS  
ENGINEERS  
END USERS  
SUPPORT STAFF*

WE LOOK FORWARD  
TO WORKING WITH YOU

*CALL TODAY TO  
FULFILL YOUR  
COMMUNICATIONS NEEDS*

BOB AND SUE STRICKLAND

Robert H. Strickland Associates  
P. O. Box 1388, Everett, WA 98206-1388

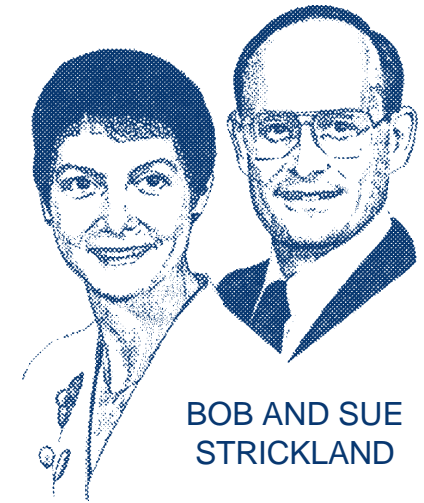
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**ROBERT H. STRICKLAND  
ASSOCIATES**



BOB AND SUE  
STRICKLAND

**PROFESSIONAL  
COMMUNICATORS**

**MEETING**

**TODAY'S NEEDS**

**FOR**

**TOMORROW'S  
SUCCESS**

**PROFESSIONAL  
BUSINESS EXPERIENCE  
AT YOUR SERVICE**

Althea's Footwear Solutions - Everett, WA

Larry's Refrigeration and Heating - Everett, WA

Barbara McMahon, Realtor - Lynnwood, WA

Trendwest, Inc. - Resorts - Redmond, WA

Medtronic MidasRex, Inc. - Medical Instruments -  
Fort Worth, TX

Allegiance Telecom, Inc. - Dallas, TX and Chicago, IL

Texas Instruments, Inc. - Dallas, TX

Graybar Electric Company - St. Louis, MO

The Omega Group - Omega Dealer Services, Inc. and  
Omega Specials Risks, Inc.  
Chargeback Insurance /Financial Reports - Dallas, TX

Village Green - Second Section, Inc.  
Townhome Cooperative - Dallas, TX

Professional Marketing and Management  
HUD-related Reports - DeSoto, TX

Kinetic Concepts, Inc. (KCI) - Hospital Beds -  
San Antonio, TX

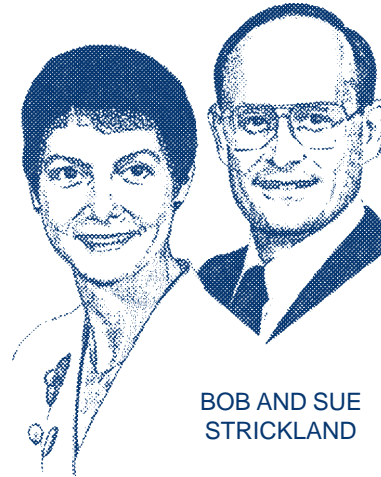
Orthofix, Inc. - formerly American Medical Electronics  
(AME) -Richardson, TX

McDonald's Restaurants - Kansas City, MO

Manuals, Handbooks, Reference Guides  
Customer Service, Client and Producer, Design,  
Employee, Operations, Patient Account Management,  
Procedural, Safety, Sales, Shareholder, Training, User

Other Documentation and Graphics  
Advertising/Marketing, Company Identification,  
Comprehensive Needs Assessments - HUD specs,  
Internal Control, Management Projects, Member Letters,  
Newsletters, Print Advertising, Release Notes,  
Screening Criteria, Slide Presentations, Workflows

**ROBERT H. STRICKLAND ASSOCIATES**



**BOB AND SUE  
STRICKLAND**

Demonstrated competencies in several mainframe and micro computer systems, as well as several desktop publishing programs, such as Word, FrameMaker, PageMaker, Adobe Exchange (to generate PDF files, i-Photo Plus, and Calera Wordscan. Competencies in graphics packages include PowerPoint, Paintbrush, Paintshop Pro, Corel, Visio, Cadance, and VIP (Video Capture), and proprietary programs, such as MetaSolv Business Solutions, Clarify, and Network Strategies. HTML literate for Internet/Intranet.

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YOUR COMMUNICATION NEEDS**

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**PROFESSIONAL  
COMMUNICATORS AND  
TEAMWORK SPECIALISTS**

**Robert H. Strickland Associates** is a professional and comprehensive business communications outsource. We are competent, resourceful, and capable of meeting your communication needs.

We have expertise in business writing, technical writing, medical writing, editing, workflows, flow charts, graphics design, courseware design, instruction, office organization, training, and consulting.

**Robert H. Strickland Associates** is adept at working with all levels of management, programming, technical, engineering, administrative, and clerical personnel. We successfully interface with different departments, communicating concepts from simple to complex.

We are skilled at group dynamics and enjoy participating with company personnel in planning and developing complete, accurate, and reliable operations manuals, training and reference guides, and advertising and marketing materials. We enjoy analysis, implementation, testing, maintenance, and, where necessary, revision of such documentation.

**Robert H. Strickland Associates** is a professional organization with a solid reputation. We respect and maintain strict client confidentiality. We are effective in meeting your communication needs.