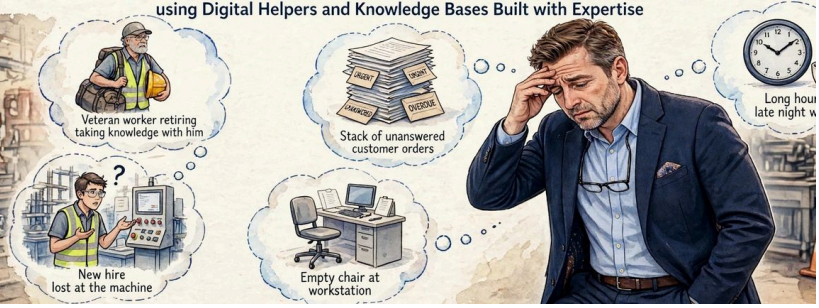




Business Systems with Tireless Digital Helpers and Self-Improving Knowledge Bases

DRAFT — FOR REVIEW

BMA

BILTMORE MANAGEMENT ADVISORS

Business Consulting, Done in the Plant

The business consulting services arm of Chiles & Company — the people who go into plants and do the work described in these pages.

- **Chiles & Company is the parent company** — Biltmore Management Advisors is its business consulting services arm
- **Manufacturing and operations people, not career consultants** — the 17 operating partners of Chiles & Company bring 731 years of combined experience, grown on factory floors — production lines, warehouses, maintenance shops, and plant managers' offices — before any of it was offered as advice to anyone else
- **The work is hands-on and in person** — we stand next to your people at the machine, in the warehouse, and in the scheduling meeting
- **We teach by doing the work alongside the crew** that has to keep doing it after we leave
- **Operations consulting** — throughput, scheduling, inventory, quality, and the daily firefighting that keeps a good plant from becoming a great one
- **Physical training, delivered in person at your plant** — on your equipment, your procedures, and your standard work
- **Systems that support the people** — when a plant's problem is really a systems problem, we set up the tools, sized to the company, in plain language
- **Built for the firms BMA serves** — small and mid-size plants, where the owner and the plant manager are close to the work and training has to pay for itself in results
- **Working in the MEP network** — a subcontractor to GENEDGE, Virginia's MEP center, and now an approved third-party partner to SCMEP, South Carolina's MEP center (November 2026)
- **Our house saying:** "When we stop learning, we start dying™" — it is why a consulting firm built by operators puts training at the center of everything it does

The People Behind the Work

The principal

- **Christopher T. Chiles** — M.S.E.E. (University of Central Florida), B.S.E.E. (Ohio Northern University)
- **U.S. Navy veteran; Commander, Inactive Reserve** — he served as a Nuclear Power School Instructor and Master Training Specialist, teaching sailors the hardest technical material the Navy has
- **Thirty years of manufacturing and distribution operations leadership** — Corning, Anchor Hocking, Newell Rubbermaid, ASSA ABLOY, Precision Castparts, Wilmar Sugar, Dunbarton — rising to President, COO, and General Manager, with plants and P&Ls of his own to answer for
- **Since 2018, President of Biltmore Management Advisors** — putting that operating experience to work for other manufacturers: operations turnarounds, ERP and CRM systems (JD Edwards, NetSuite, Odoo, Sage 100; HubSpot and Salesforce), and the training that makes any of it stick

The partnership

- **17 operating partners** — C-level operating experience across North America and Asia
- **731 years of combined experience**, grown on factory floors — the experience standing behind every engagement and every course
- **It is taught by people who have taught — and who have run plants** — training a person can use the same shift, delivered by people who have done the job themselves

Industries we have worked in

- **Heavy and industrial** — Industrial · Aerospace · Automotive · Chemical · Glass / Ceramic
- **Consumer and food** — CPG · Food / Beverage · QSR · Retail / Big Box
- **Built environment and care** — Building Products · Architectural & Custom · Packaging · Healthcare · Distribution

The Work — Where Manufacturers Struggle

Ask manufacturers where they struggle and the same eight answers come back. They are the heart of BMA's practice — and of the training we deliver in person.

- **MRP** — knowing what it is and how to actually use it
- **CRM** — using it efficiently, so it serves the sales team instead of the other way around
- **Social and email marketing** — setting it up and keeping it running
- **SIOP** — running Sales, Inventory, and Operations Planning as a real discipline
- **Warehouse layout** — optimizing flow, space, and travel
- **Freight** — optimizing freight and freight lanes
- **Finite-capacity scheduling** — scheduling a work center so delivery dates are real
- **E-commerce** — setting up the store, optimizing it, and keeping it clean and well organized

How the work is done

- **In the plant, not in a report** — operations consulting on the problems plant leadership actually loses sleep over: throughput, scheduling, inventory, quality, and the daily firefighting
- **Training on the client's own equipment** — BMA's trainers work on the plant's own procedures and standard work, with the people who run them — operators, supervisors, and leads
- **The ground the firm practices is the ground it teaches** — MRP, CRM use, Sales, Inventory, and Operations Planning, warehouse layout, freight, finite-capacity scheduling, quality, and the ERP, CRM, and e-commerce systems the plant runs on
- **Training a person can use the same shift** — not a binder they shelve

The Systems Behind the Work — and the MEP Connection

BMA's people do the work in person. The software is what keeps it standing. Chiles & Company built the **Max Knowledge Platform** — business systems built on Odoo, each with a built-in Digital Helper and a knowledge base behind it — so what gets fixed or taught in the plant is supported and sustained inside the company's own system.

- **Max Business System** — the flagship: the whole business on one system
- **Max Sales and Marketing** — the pipeline and the campaigns, so customers are found and kept
- **Max Quality and VSM Tools** — quality records and value stream maps that show where the waste is
- **Max Manufacturing Execution System (Max MES)** — the shop floor in real time: what is running, what is down, what ships today
- **Max Learning and Training** — the training system behind BMA's in-person training
- **Ask Experts** — the knowledge library: hard-won experience, organized so anyone can ask it a question
- **Chiles and Company** — our own live company system. We run our business on the same software we sell

The MEP connection

- **BMA works in the MEP world** — Christopher is a subcontractor to GENEDGE, Virginia's MEP center — the same national network SCMEP serves in South Carolina
- **As of November 2026, Chiles and Company is an approved SCMEP third-party partner** — onboarded, and ready to work with SCMEP's regional vice presidents and their manufacturers
- **SCMEP's manufacturers are exactly the firms BMA serves** — small and mid-size plants where the owner and the plant manager are close to the work, and help has to pay for itself in results
- **Digital Helpers propose. Humans decide.** — the systems support the people; they do not replace them

Business Systems
with Digital Helpers
Built on Odoo · Microsoft 365 with Copilot
by Chiles & Company · gotbots.si

chris@chilesand.co · (828) 521-0297 · gotbots.si