

Improvement Opportunity

Purpose-driven Alignment of Functions, Structures, and Processes

Outcome: Align Functions, Structures, and Processes by Leveraging Interacting Forces
(12 on-site days w/ available off-site support)

CONTENT

PROCESS

Overview and Pre-planning with Leadership

2 days with the leadership team to clarify the improvement focus, describe the methodology theory, provide a redesign process overview, and identify the redesign team

Redesign Process

3, two-day working sessions (total: 6 days) to guide the redesign team through the interactive design process. Training includes theoretical foundation, redesign process knowledge, and application of learning in a redesign practicum.

Shared Understanding of Current Stakeholder Needs and Expectations, Systems Environment (including goals with metrics), and Organizational Purpose

(Customer may choose to contract for training of an internal redesign team.)

Description, Map, and Communication of the Systemic, Interactive Nature of the Problem (systems analysis, obstruction analysis, system dynamics)

Idealized Design In Current Environment (purpose, functions, structures, processes)

Aligned Measurement Systems (performance criteria, performance measures)

Realization of Redesigned Process

1 day with leadership and redesign team to understand the dynamics of successive approximations of the idealized design

Constraints to Idealized Design

Shared Vision of a Desirable Future

Social Learning and Unlearning (discovering and interpreting deep-seated assumptions)

Implementation Process Support and Reviews

3 days throughout the first year of implementation to provide support for leadership and design team, catalog learning, and plan for successive redesign projects

