

Excellence way - Values at workplace



Organisations are placed under tremendous pressure to make short term decisions that often damage their organisations in the long run. Such decisions are unilateral, almost always poorly thought through, and in some cases fatal. The purpose of this initiative is to design, implement and monitor a transformative module that ensures value creation at purpose, process and people level. The effort would assist you and we jointly create a “Knowledge Workforce” committed to create value around impossibilities.

What is “Excellence Way”?

Business to succeed requires a clarified vision with a purpose and the way to realize it. Organisations are characterized by vision, purpose and its value system carefully balanced with that of its people. “Excellence Way” is a holistic transformative module that ignites the process of organizational value creation by transforming the way people think and act.

We approach change and initiate total transformation through “Continuous Learning and Value Creation”. The module is an effective tool to define, clarify, assimilate and live organisational vision, purpose and values. The module is a learning module and effectively addresses every component of organisational development. It is the result of continuous research and study put over a period of time. Although it deals with organisational change it starts with correcting individual and team choices

brought about through “Effective Learning” process. It is an inside-out approach that uses correcting and enriching the choice that individuals exercise.

Why is “Excellence”?

Business is to succeed; and this module is an instrument of realizing business success. It helps the organisation to define, plan, assess, improve and realize its dreams, aspirations and vision. In realizing our vision we all have to play our roles and role play is sensitive to the context. “Excellence Way” helps us play our role being sensitive to the context and realize our vision for a purpose with a definite way. Through this program people will understand what they really are and how can you function better and create value. The real organisational change and transformations happen only when the people concerned with the organisation are improving and changing.

How “Excellence”?

The module will be designed, implemented and monitored through small projects. These projects are designed in such a way that they ensure effective change and assimilation. It offers itself with total responsibility and accountability.

How to implement?

Before implementing “Excellence”, we conduct a preliminary study of the organisation to understand the present status. Based on this study, we design a “Document of Philosophy” for the organisation and derive at the future and the ideal state. Then we decide on projects that are to be designed, implemented and monitored. These projects behave as an improvement plan or tool to realize the organisational vision.

The module will be implemented by working with people at the point of value creation. Continuous coaching and mentoring services are provided about identifying, eliminating non-value and creating value.

What are the projects one has to do?

The nature of the projects is known only after conducting the study of organisation for current state. However, some of the projects that are being practiced at clients place are, Vision, Purpose and Value clarification exercises for Top management; Visual workplace – Upgraded version of 5S; Process development: Creating a stream of value creating process; Information management: Mining, analysing and turning around data; Management of non-value creation; Supply chain management; Customer relationship management; Continuous improvement; Assessment of organisational activities; Total productive maintenance; Tools and techniques of value creation; Study of customer satisfaction; Customer relationship development programs; Training and development; Design and development and initiating organisational mentoring process; Leadership development activities; Effective executive coaching; CEO branding exercises etc...

Application:

This module of leadership and value creation can be applied to any kind of organisation.

Duration:

It is a continuous process of learning and value creation.

This has reference to our proposal to design, implement and monitor a holistic learning and leadership module of “Excellence”. It is a leadership module that comes to you with a vision and the way. It addresses itself to transforming the way people think and act, to discover organisational excellence.

To throw more light on the subject matter we would feel privileged to discuss the implementation methods and steps involved. We would like to make a presentation of the same whenever you deem it convenient. We once again forward herewith the steps involved in the project.

It is a multilevel approach, and in level 01 the below mentioned processes will be followed-

Level 01:

Step 01: Initial interaction with top management

The opportunity is used for mutual understanding and expectations. A small introduction for the system is given to the client. It is an initial confidence building measure.

Step 02: Study of present state of organisational process and customer management:

What does this study mean?

The study of present condition is a process for obtaining systematic information about the present level of management practices and performance measures that an organisation is practicing. In this level we study, understand and identify the following factors-

- That an organisation is taking for granted,
- That can be neutralized and resolved,
- That should be reduced,
- That should be retained,
- That should be improved

- The areas of possible investments for change,
- The organizational competence for transformation,
- The training needs at different levels

- Top management commitment to change
- Their understanding of change,
- Organisational vision and purpose,
- Organisational leadership,
- Process efficiency and effectiveness,

- Customer focus,
- Customer relationship,

- How you are doing business and what you are doing well,
- Why you are perhaps not achieving the desired results
- Identifying the areas that are creating value for organisation and those that are not
- Skilled in solving problems and discovering solutions

It is a “Master Health Check Up” of your organisation. We take an organization through a “total scan” to identify strengths, challenges and opportunities. The findings of this process would be kept confidential and discussed only with top management or authorized representative of the organisation.

Why do we need to conduct a study of the current state of an organisation?

To identify an organization’s strengths, challenges and opportunities

To improve customer communication

To generate information that will be useful in planning and decision-making

To identify resources (human and other) that the organization can use to effectively improve its present and future performance.

To identify needs that should be addressed through specific action

The need or desire to change an organization’s performance.

Reaching a turning point in an organization’s history

Time to make specific decisions about the organization such as:

Organisational development: – Should we grow? Merge? Shrink? Change our mission?

Process development: – Should we expand our programs? Integrate two or more of them? Should we offer new services?

Financial feasibility decisions – Should we seek new investors? Should we diversify our funding sources and if so, how?

Customer development: – Should we hire staff with different skills to support our mission? Should we let some staff go and if so, who?

Study results can be used for learning and improvement. Much like an annual health check-up, this tool helps people understand better, what is working well and on what they should be focusing their improvement efforts. Assessments also are effective at helping communicate priorities with various stakeholders and with monitoring progress over time.

Step 03: Interactions with top management and management commitment

In this stage we assess top management interest to understand its commitment towards implementing a system for organisational transformation. Their business model and plan is discussed and explored; we use this opportunity to understand the business context and make our role expectations clear. Status of present status assessment is brought to top management notice. This interaction would be used effectively and points are incorporated into future state plan.

Level- 02:

Step 01: Designing a plan for future condition

Based on the present status study output and interaction with the top management, we design a plan for future or a plan of ideal conditions.

Step 02: Presentation of future condition, review, verification and validation

The designed ideal condition is presented to the top management. Conditions are reviewed, verified and finally validated for implementation.

Level 03:**Step 01: Communicating future conditions to people all around**

The validated ideal condition is communicated in the way people around understand. People around are motivated and inspired to live the ideal condition. Things are clarified as and when it is required.

Step 02: Identification of the projects

Projects for system implementation are identified and presented for approval

Level 04:**Step 01: Designing implementation plans, responsibilities etc**

Implementation plan with corresponding objectives are designed. Roles and responsibilities are defined. Individual skills and talents are addressed, if necessary a skill matrix is designed.

Step 02: Project design

Implementation projects are designed in line with ideal state condition and organisational culture. We make implementation happen effortlessly.

Step 03: Project implementation through employee and customer involvement

Project implementation by involving people around; the necessary coaching and mentoring supports are provided as and when required. Actual transformation happens from here

Level 05:**Step 01: Project monitoring with effective improvement plans**

Project outputs are monitored for its objectives and criteria. The necessary improvement plans are incorporated and implemented.

Level 06:**Step 01: Continual value creating projects**

A continuous improvement plan to upgrade the system will be initiated.

Actual projects, their nature and magnitude will be known only after the study of present status. After the organisational study we prepare a study report containing the list of potential projects that can guide us toward organisational excellence. The report gives us a fair idea about deliverables, objectives to be realized within a frame work of time and resources. These recommended projects will be designed only after management approval of our proposal and after changes are incorporated, if any.

We look forward to taking up this challenge.