

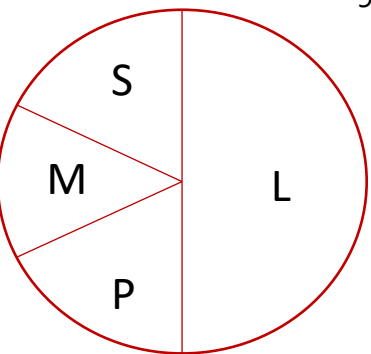


Enterprise Excellence

Become five times more productive,
work fewer hours,
and experience less stress.

The 9 steps of transformation

- S**
1. Purpose / Objective
 2. Process(es) Involved
 3. Measures of Success
 4. Standard Work
- L P**
5. Workplace Organization
 6. Training
 7. Accountability Audits
- M**
8. Appropriate Frequency
 9. Performance Reporting



Process Awareness
Functional and Relational
Formal and Informal
Physical and Intellectual

The Four Countermeasure Questions

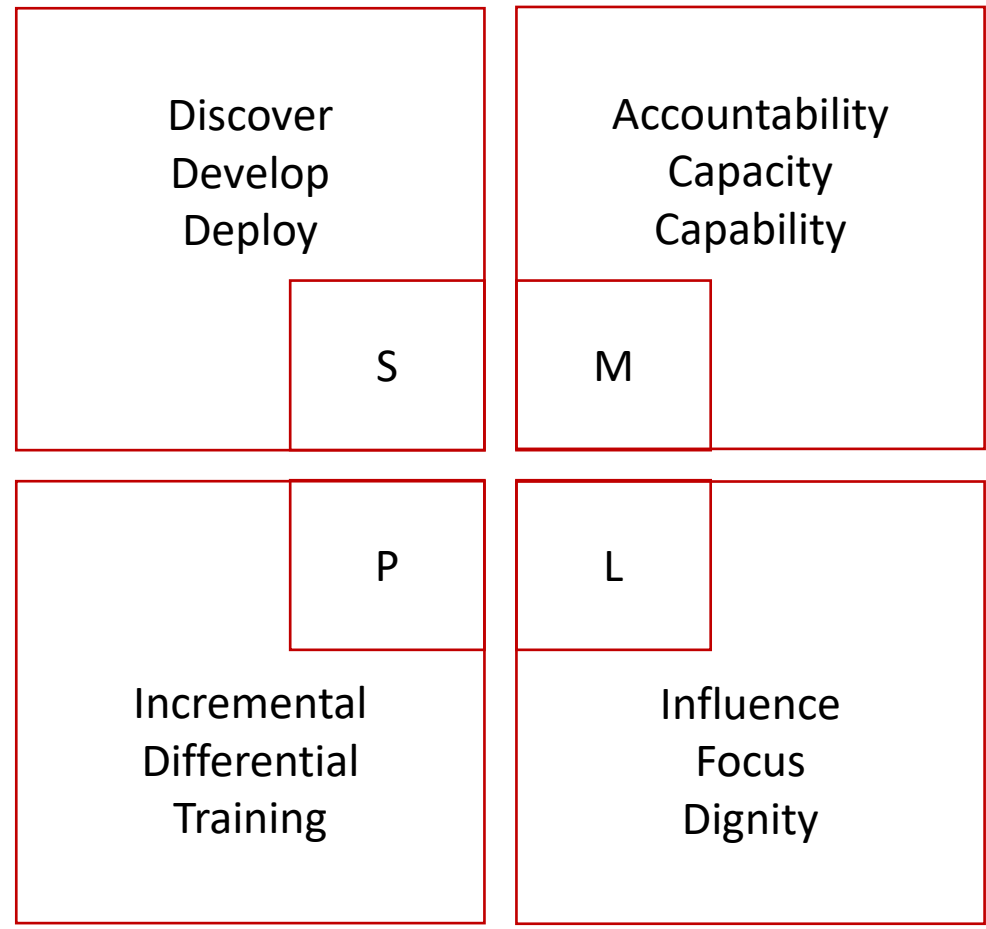
- When did the problem occur?
- What do you know about the problem?
- What is your planned countermeasure?
- When will the process be in control?

Categories of Waste
Muda – useless activity
Muri – capacity / capability
Mura – pace / balance

Maturity Assessment Foundations
Observable Conditions
Observable Behaviors

S
T
R
A
T
E
G
Y

P
E
R
F
O
R
M
A
N
C
E



M
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T

L
E
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E
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H
I
P

Accountability Cycles
P D C A
S
Q
D
P

The Two Accountability Questions

- Did we follow the standard work?
- Did we produce the intended results?

The Five Elements of Development

1. Technical
2. Systems
3. Communication
4. Negotiation
5. Leadership

The 4 C's

- Clarity
- Candor
- Commitment
- Completion

Coaching 6 A's

- Assessment
- Awareness
- Aptitude
- Application
- Action
- Achievement

3 Rs of Maturity

- Reliable
- Responsive
- Resilient