



Intent

Planning

Delivery

Results

Strategic

Integral

Alliance/Partnerships

Partnership Alignment Grid

Questions to illuminate opportunity:

- How does the supply chain work in our market, and where do we fit in?
- Who can best help us to focus on and leverage our core potential?
- What sorts of relationships would enable us to maximise our impact?

Benefits to target:

- Speed through focusing your best resources onto creative innovations
- Strength through combining with the best partners' ideas & technologies
- Agility through a process for rapidly engaging new partners

Scoring: Current Target

References:

Partner Planning Workshop

Organisation

Questions to illuminate opportunity:

- What arrangement of responsibilities provides the best opportunity for control & improvement?
- What structure provides the optimum balance of efficiency, agility and accountability?

Benefits to target:

- Simplifying complexity into manageable components
- Aligning opportunity and potential with resources and authority
- New insights, creative focus and exposure of gaps and obstacles

Scoring: Current Target

References:

Organisation Transformation

Process Mapping

Process Context Mapping

Process Design

Mission & Role

Questions to illuminate opportunity:

- What needs and opportunities do we exist to address?
- What do we have the potential to do better than anyone else?
- What would empower our customers to serve their customers better?

Benefits to target:

- Simplified relationships/responsibility leading to greater insight at all levels
- Improved sustainability through a compelling purpose
- Clearer market messaging

Scoring: Current Target

References:

Why-How Charting

Kano Model

Stakeholder Survey

Vision & Direction

Questions to illuminate opportunity:

- What achievements define our collective threshold of pride?
- What goal is worth the investment of the next five years of our lives?
- What criteria determine 'best' in our industry & how well do we score?

Benefits to target:

- A constant beacon that provides context and rationale amid change
- Inspiration to align staff and stakeholder efforts, ensuring everything works together in the right direction

Scoring: Current Target

References:

Comprehensive Visioning

Goal Setting

Values

Questions to illuminate opportunity:

- How do we describe the things that we stand for?
- By what principles will we ensure our integrity and our culture?
- What are the 'right' behaviours, how do we encourage/enforce them?

Benefits to target:

- Knowing, with confidence, the world would not be better off without us
- Transforming power of congruence between belief, thought and action

Scoring: Current Target

References:

Value Drivers

Cultural Coherence

Personal Values

Aligning Potential

Questions to illuminate opportunity:

- How do we utilise challenges to maximise our impact on learning and growth?
- How do we configure our competence to maximise our impact on performance & potential?

Benefits to target:

- Growing not only performance, but the capacity to continue to grow performance
- Fulfillment / robustness / agility / commitment
- Seeing problems truly as opportunities

Scoring: Current Target

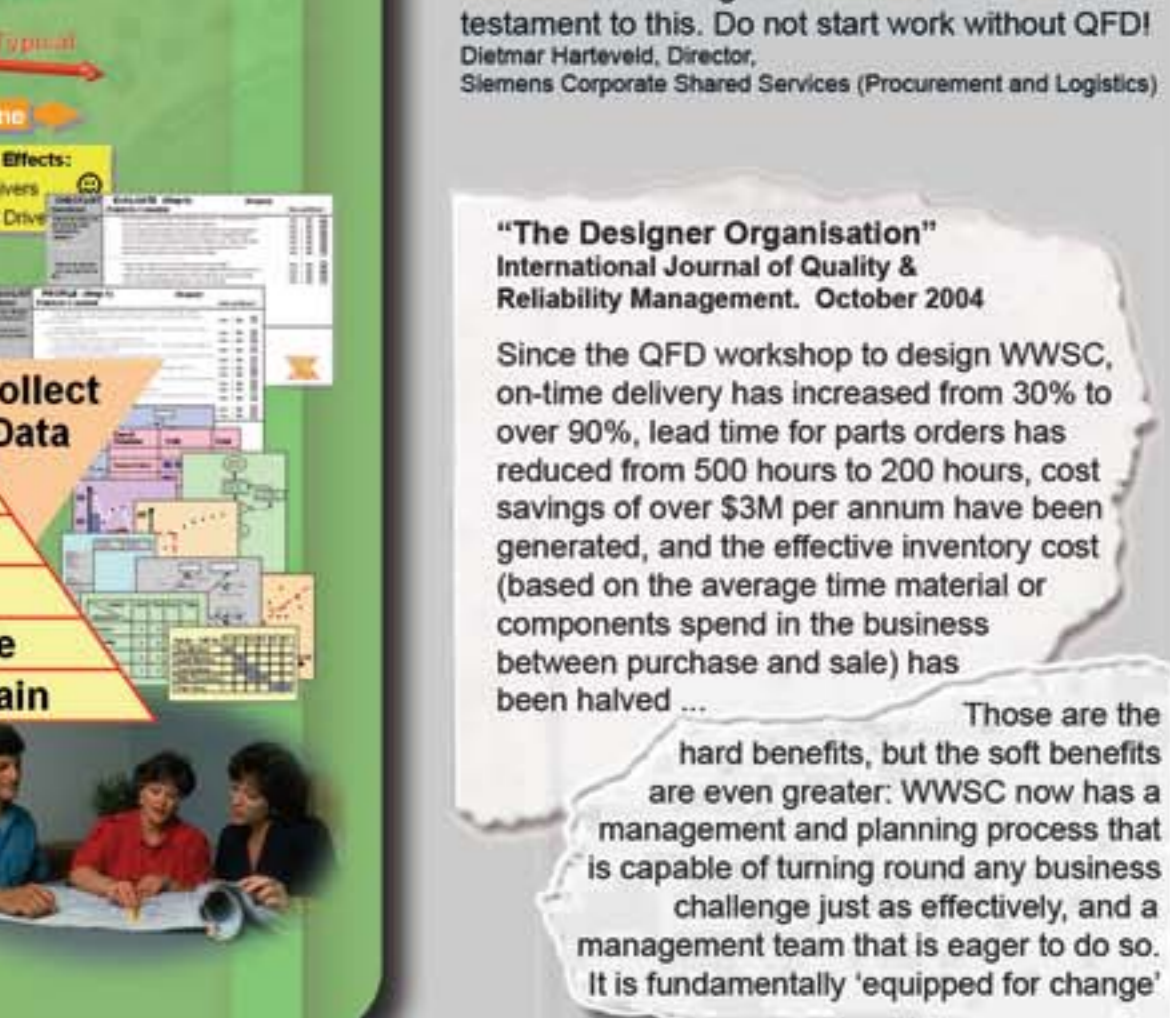
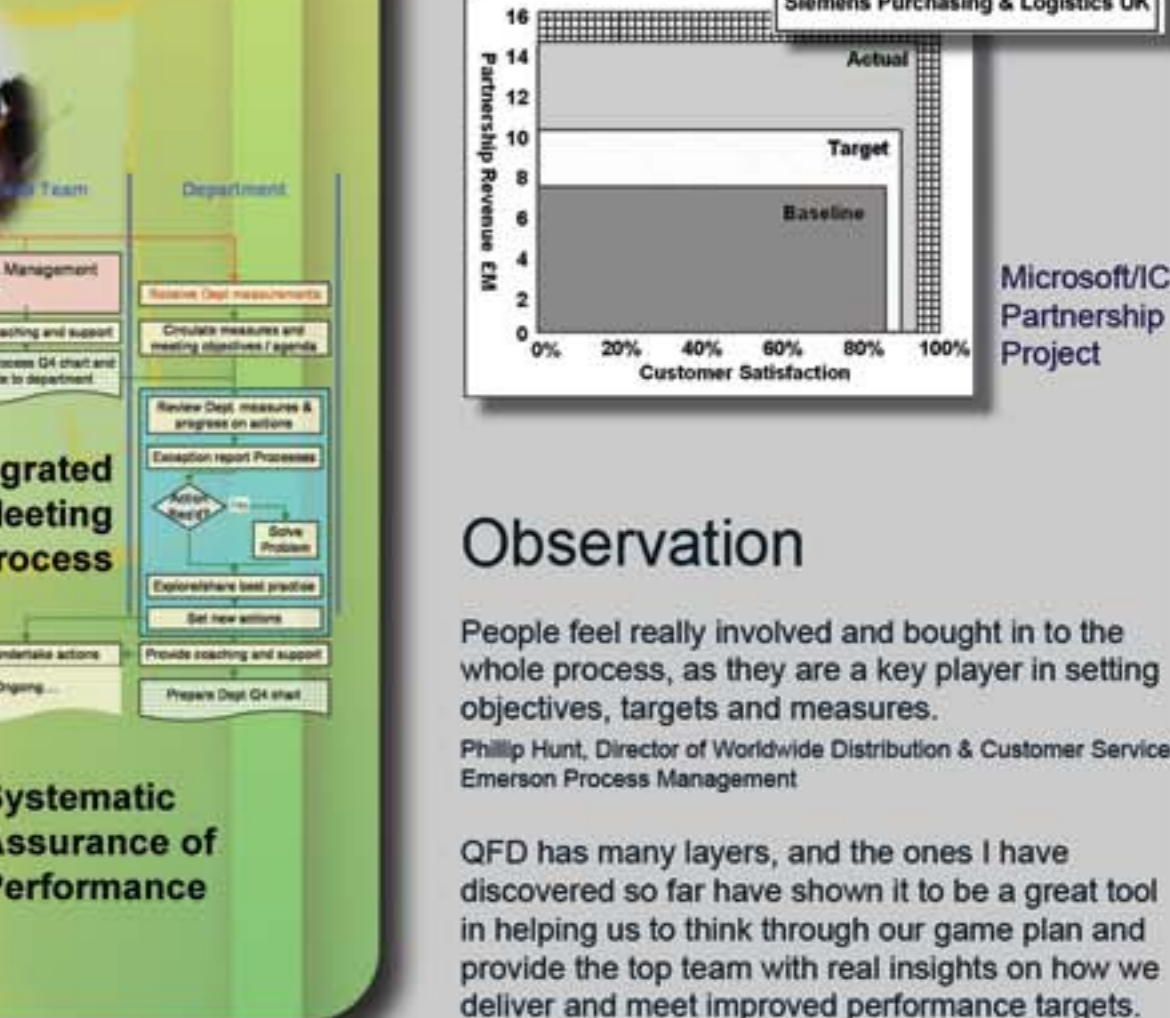
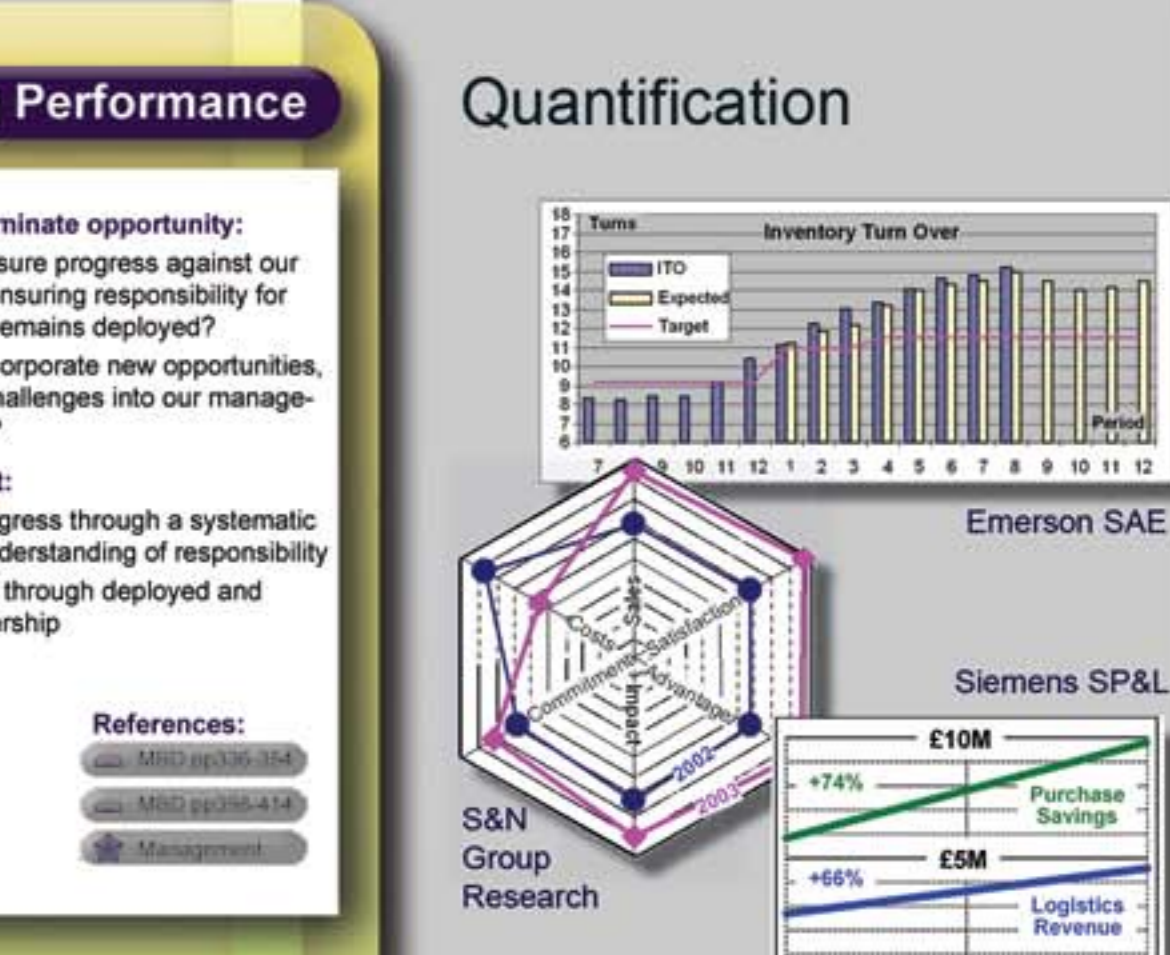
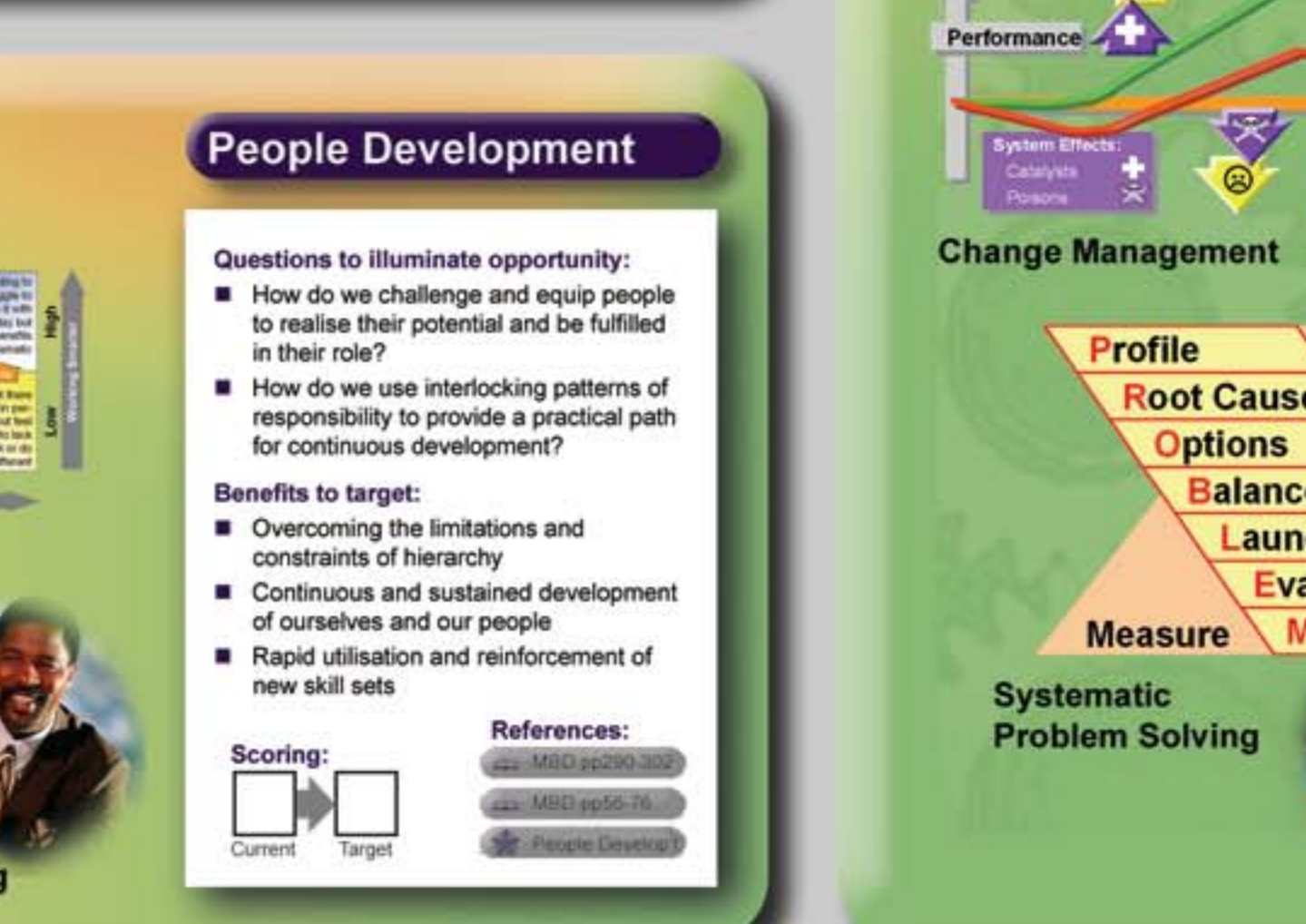
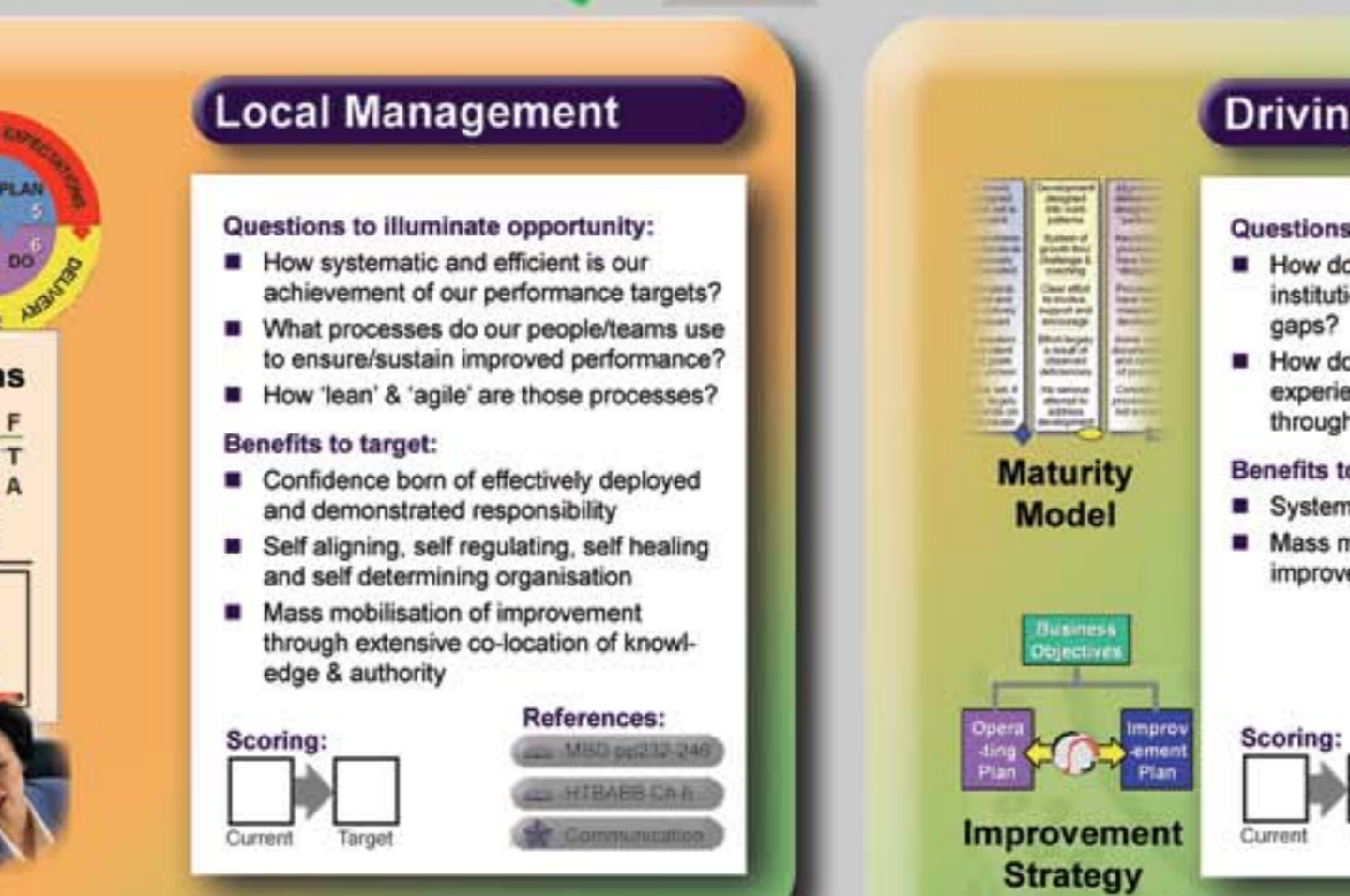
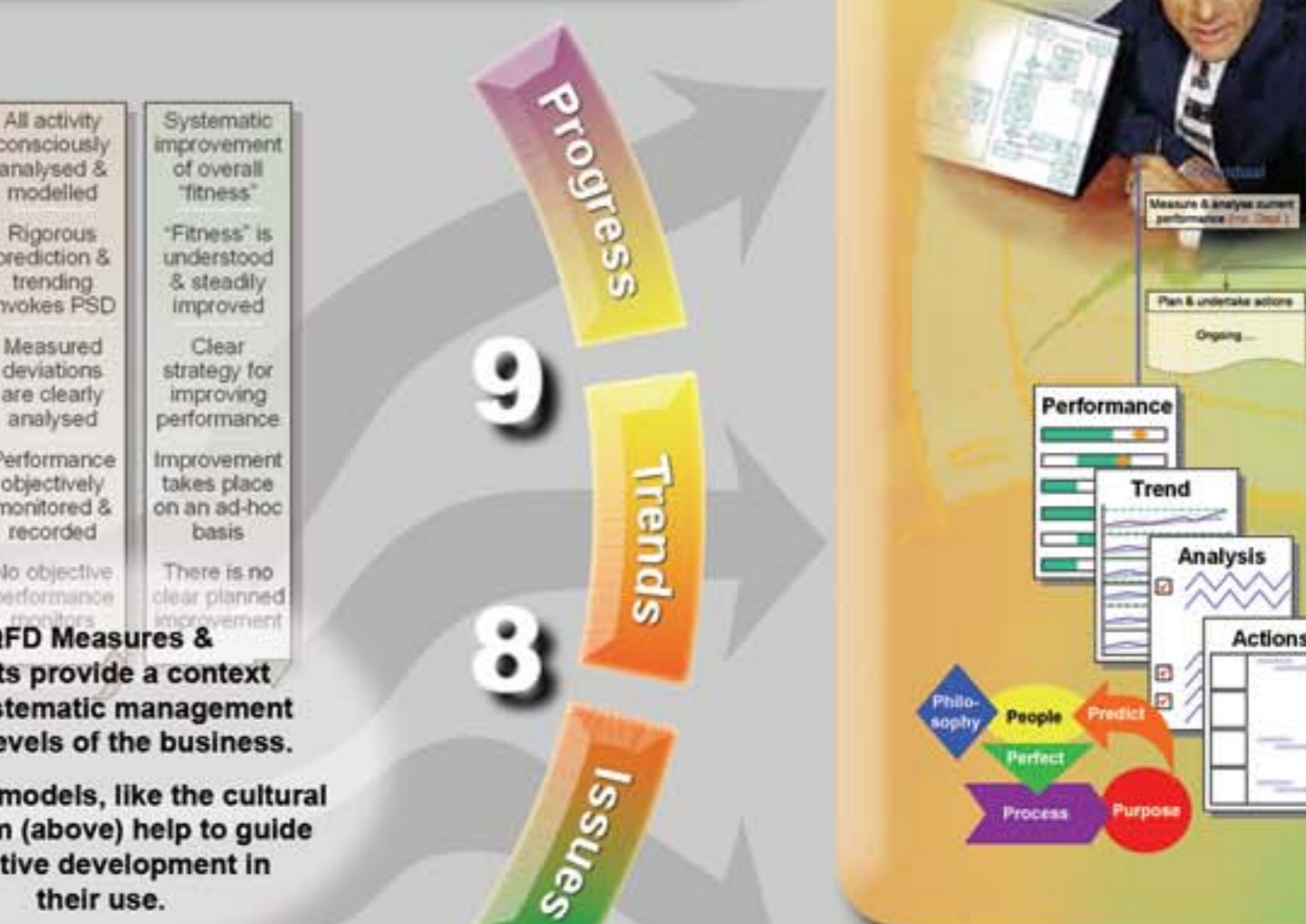
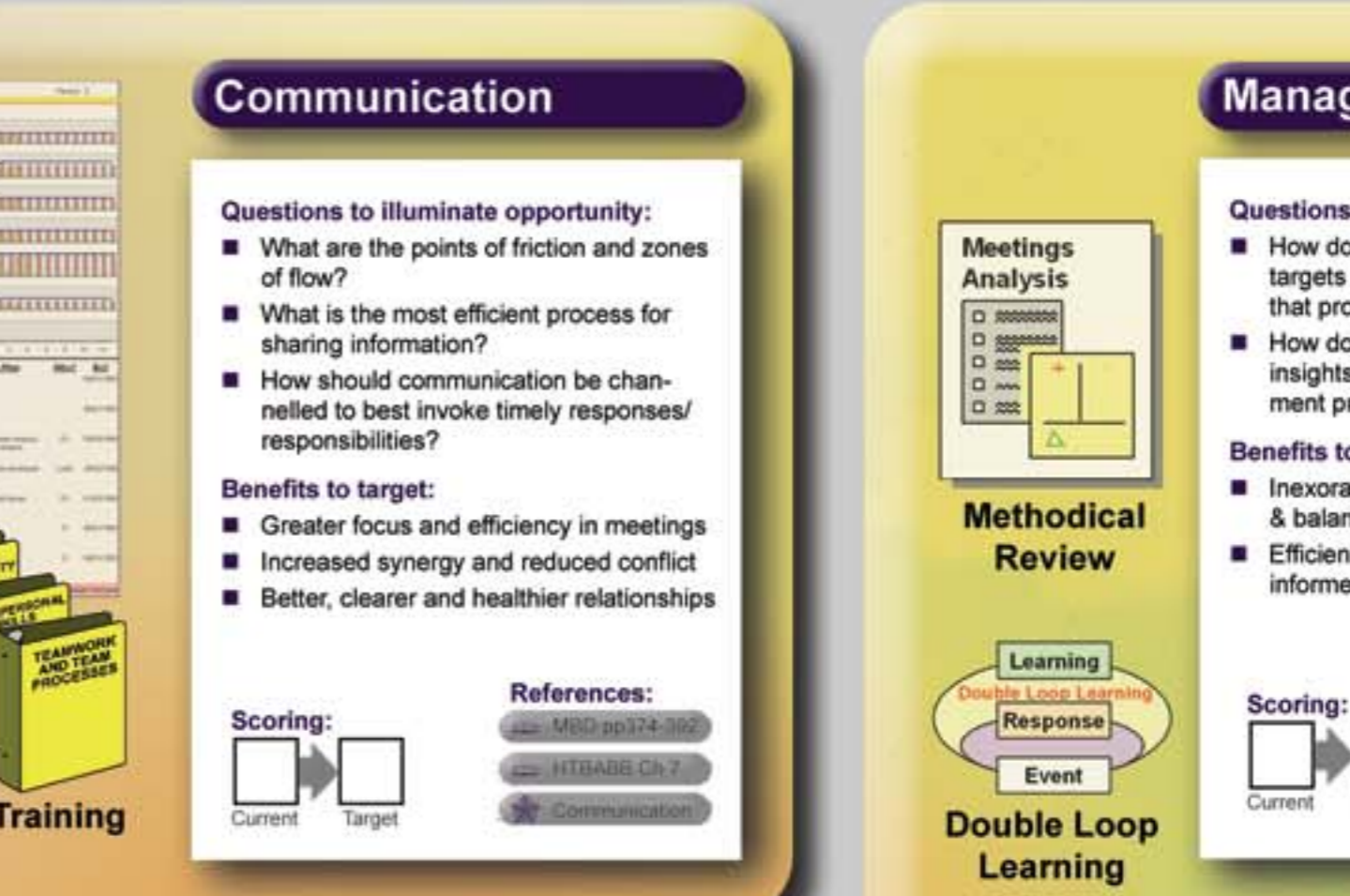
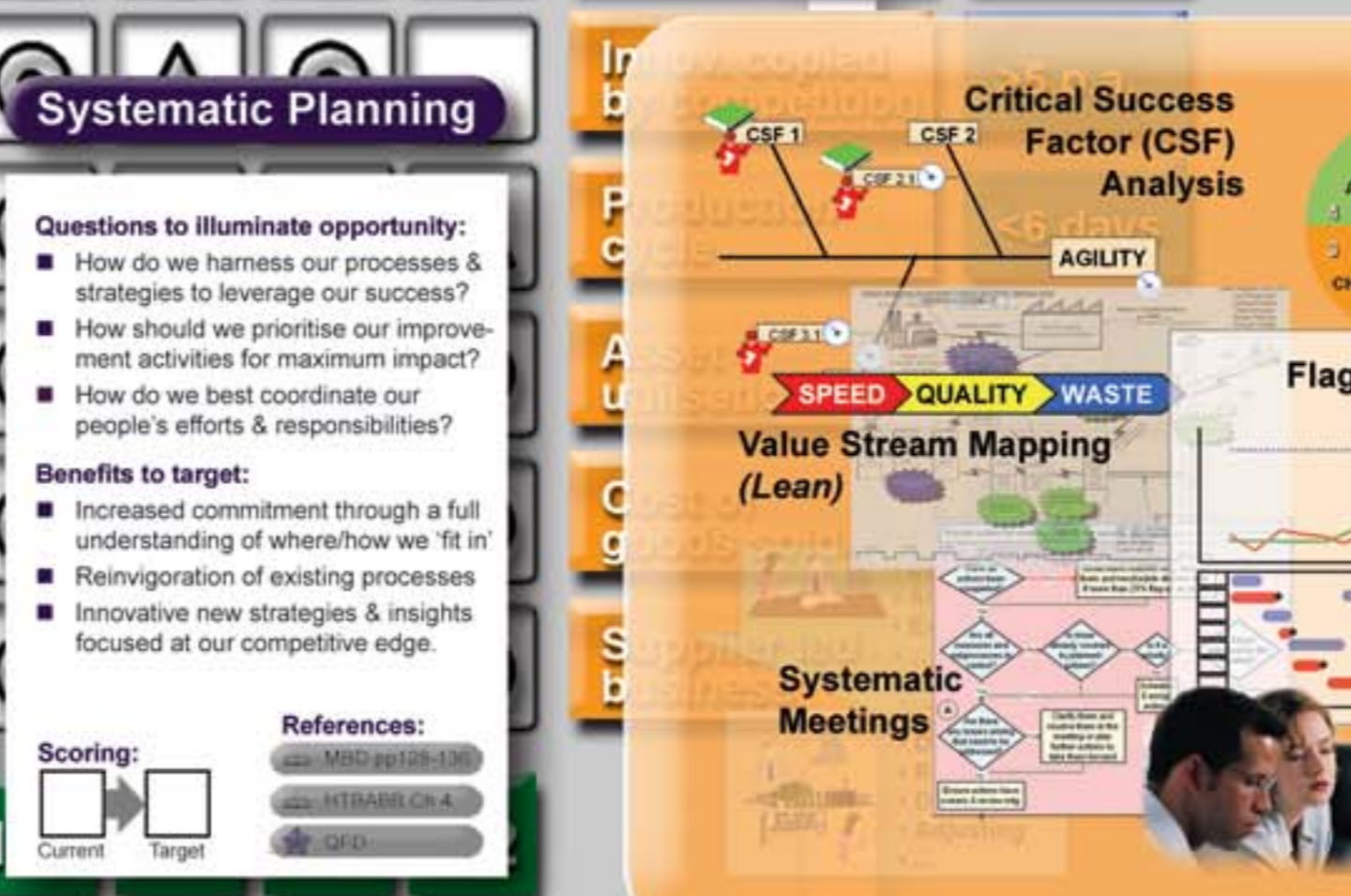
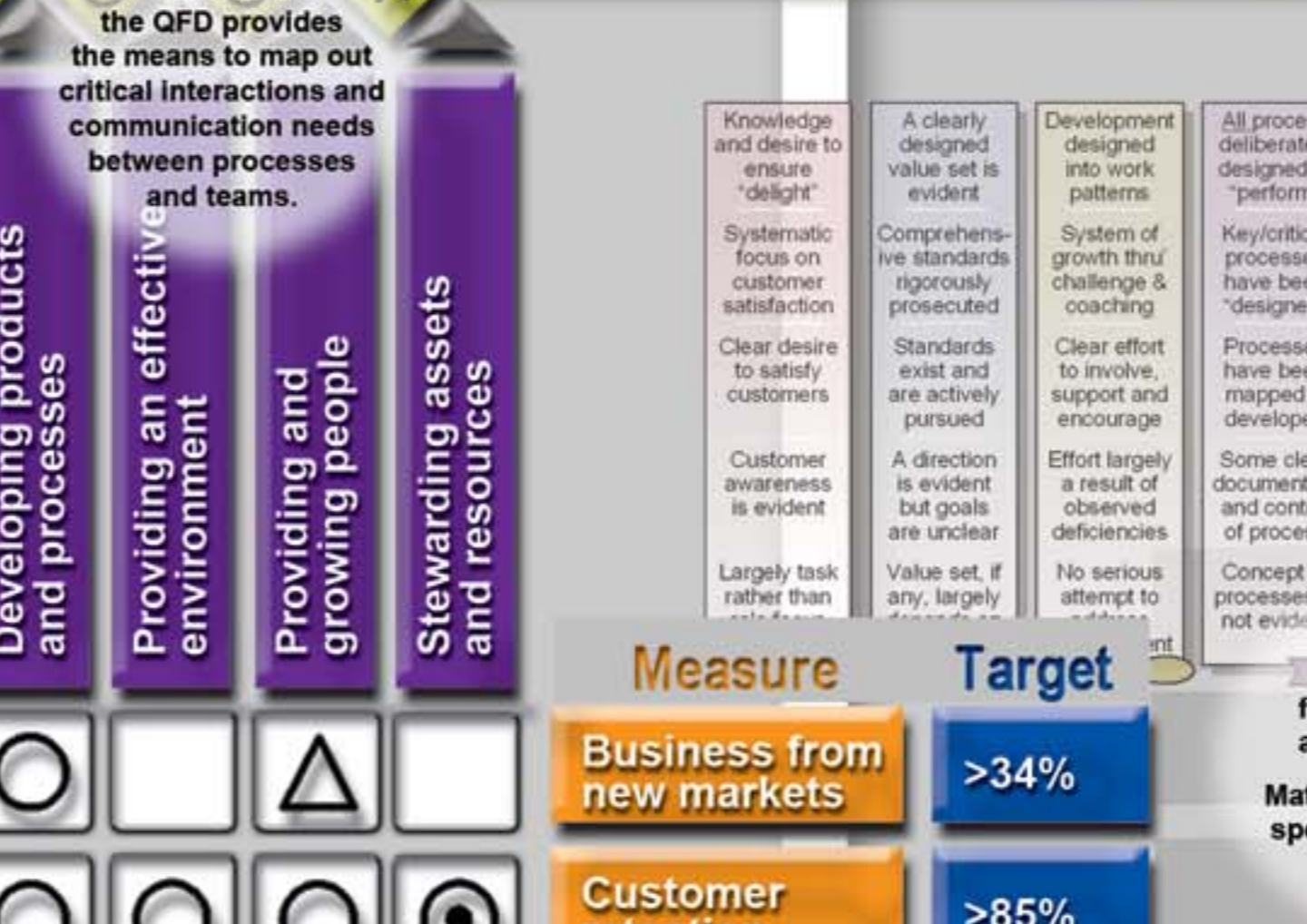
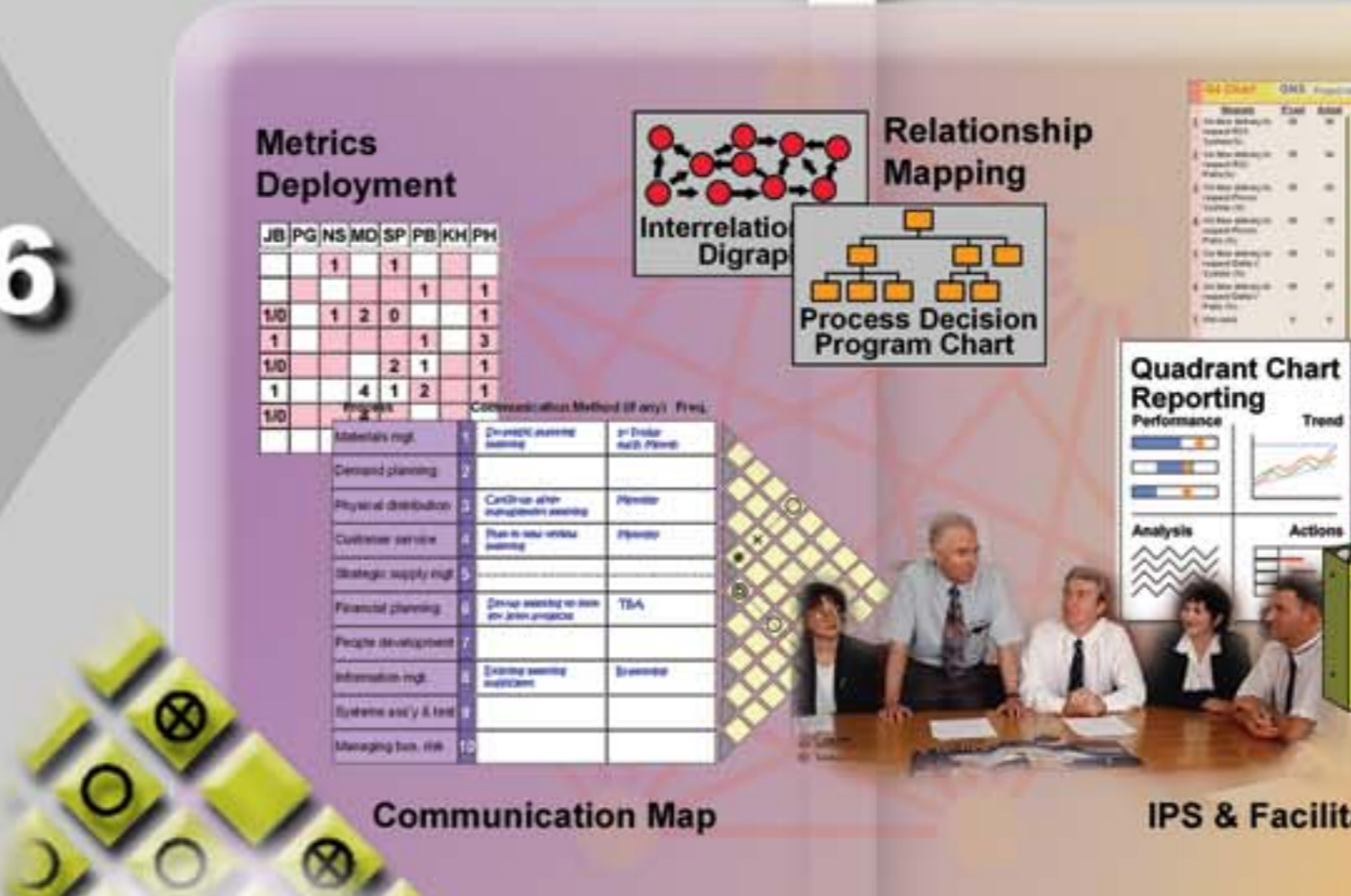
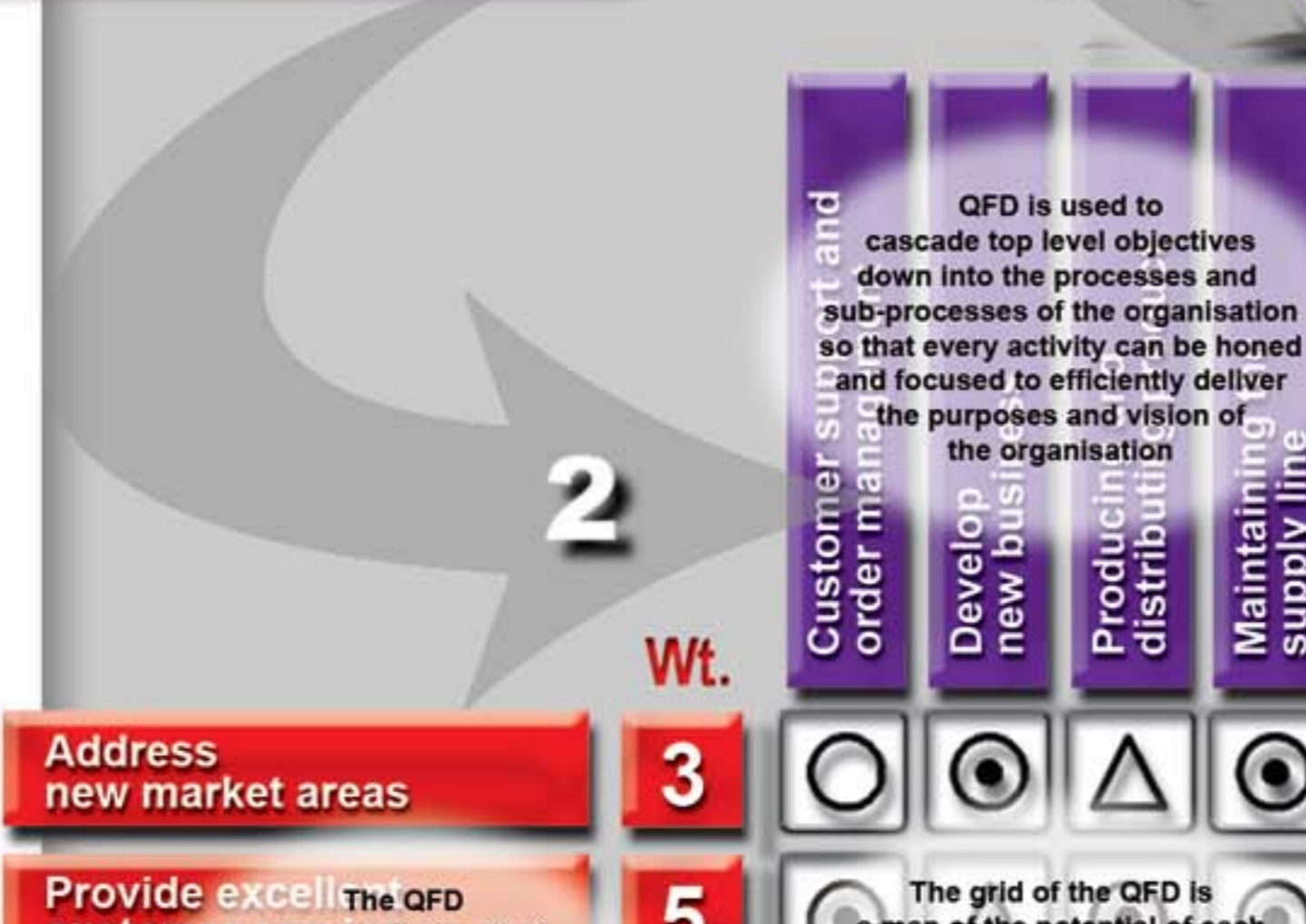
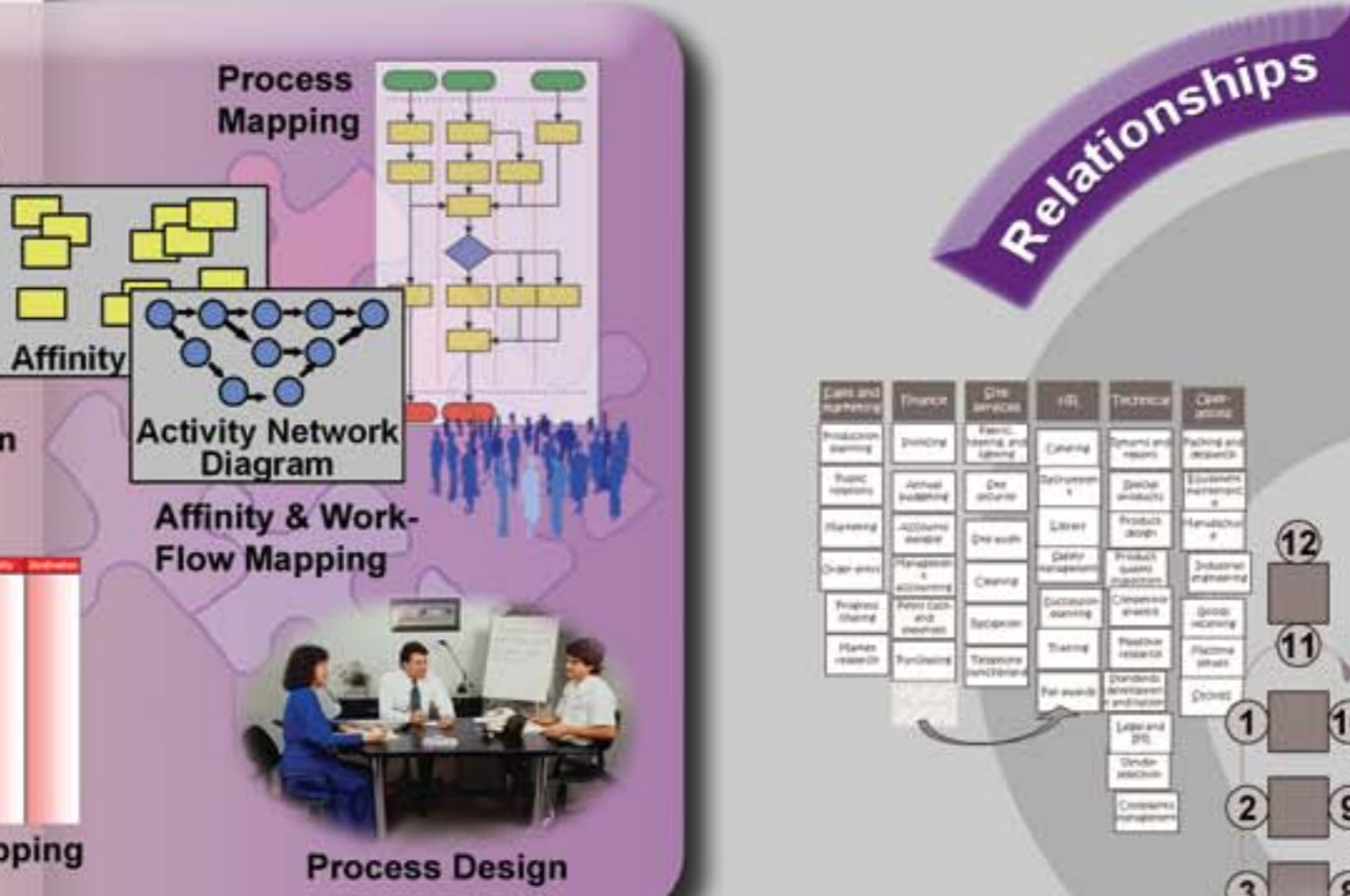
References:

Management Team

Cascade Deployment

Teamworking Processes

TOP-BOX' Plan (Delegation)



Systematic Management and Organisational QFD: 10 Steps to Sustainable Transformation

Web of Quality made for People Please

Key to background colors: Purpose: ensure a clear understanding of how value is added to the customer; Philosophy: ensure a consistent set of values which are commonly understood; People: systematically develop and harness the potential of people; Process: continuously, professionally design and improve all processes; Predict: establish the data flows to invoke responsibility & ensure accurate decisions; Perfect: have a clear ambition to monitor and improve all of the above.

Storyboard: These photographs show the development of a QFD based systematic management approach. The numbers in the lower left corners relate to the numbers on the main diagram.

1. Discussing business context and developing the objectives
2. Developing a process model to deliver the objectives
3. Exploring the potential of each process to maximise the impact
4. Determining process targets and developing proposals
5. Reconciling process proposals to ensure objectives are met
6. Exploring process relationships and communication needs
7. Cascade workshop deploying responsibility to the next level
8. Process team meeting to solve issues & improve performance
9. Management meeting to review progress, maintain direction...
10. Review & audit and encourage systematic management

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Reference Key

- MBD: Managing by Design ISBN 0954302109 available from amazon.co.uk
- HTBABB: How to Build a Better Business, available through www.tesseracts.com
- Web based resources f.o.c. from www.tesseracts.com - click on 'Big Picture' link.