

How to Accelerate Operational Improvements with a Vengeance

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Crow pose



Focus

- Key causes of operational inefficiencies
- Techniques to unlock hidden capacity
- ABCs of operational efficiency
- Building blocks for continuous improvement
- Key success factors for transformation

**Effective
execution**

=

**Doing the
RIGHT work
*WELL***

The *Holy Grail* to Success



Key causes of operational inefficiencies



Work silos



Too many handoffs



Quick fixes

Internal focus



Disparate technologies



A photograph of two hands raised in the air, likely in a classroom or meeting. The hands are positioned in the foreground, with the right hand being more prominent and closer to the camera. The background is blurred, showing what appears to be a classroom environment with a person's head and shoulders visible on the left. The text "Lack of commitment to explore why" is overlaid in white, bold font across the center of the image.

**Lack of commitment to
explore why**

A close-up photograph of a person's hand held up in a 'stop' gesture, palm facing forward. The hand is the central focus, with fingers slightly spread. The background is heavily blurred, showing a person's face and some bokeh light effects, suggesting an outdoor setting. The overall tone is serious and contemplative.

Unwillingness to make unpopular decisions

Pave the cow path



Techniques to unlock hidden capacity

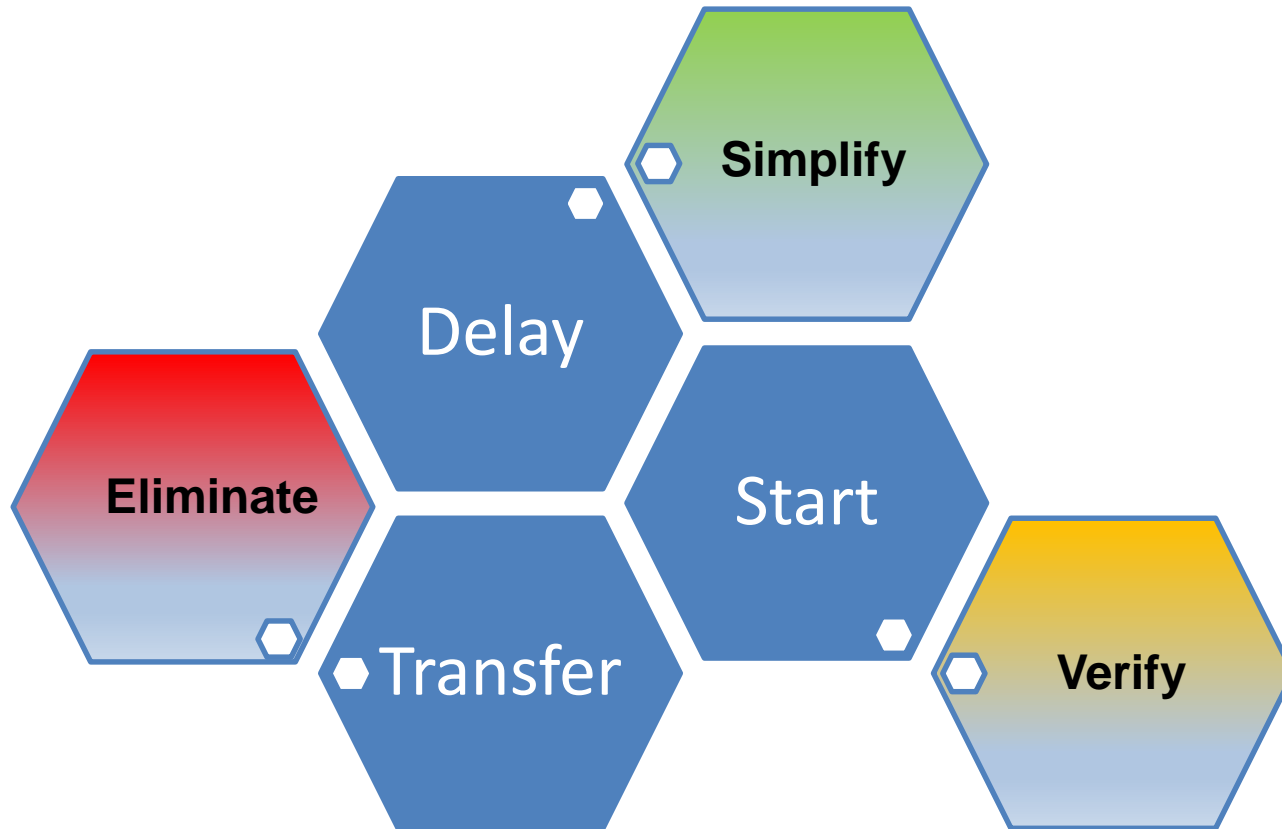
Verify goals and needs





**Challenge
assumptions
and rules**

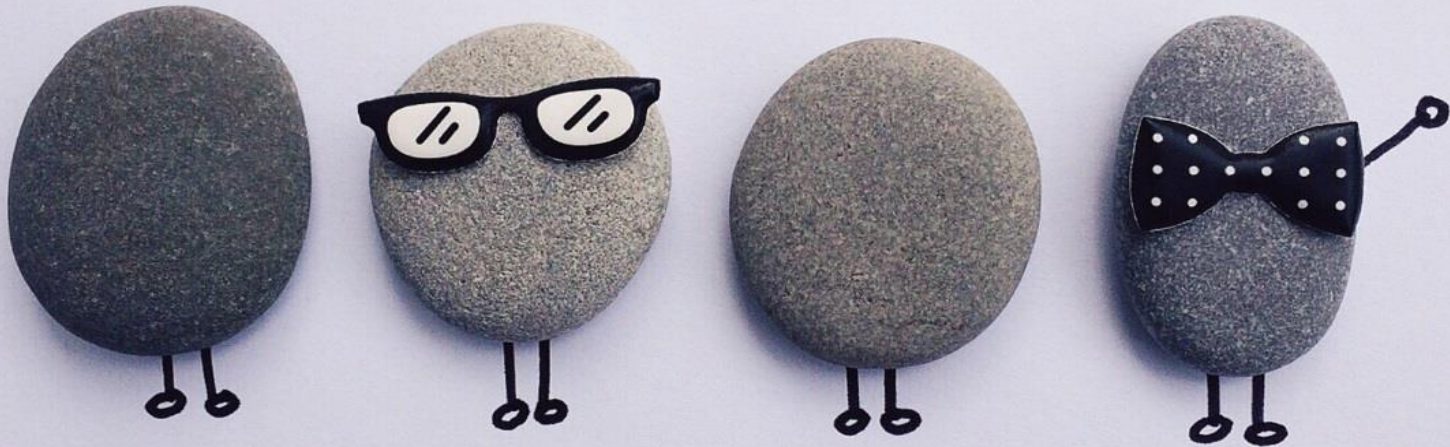
Rearrange and reduce steps





Examine use of technologies & tools

Review roles and responsibilities

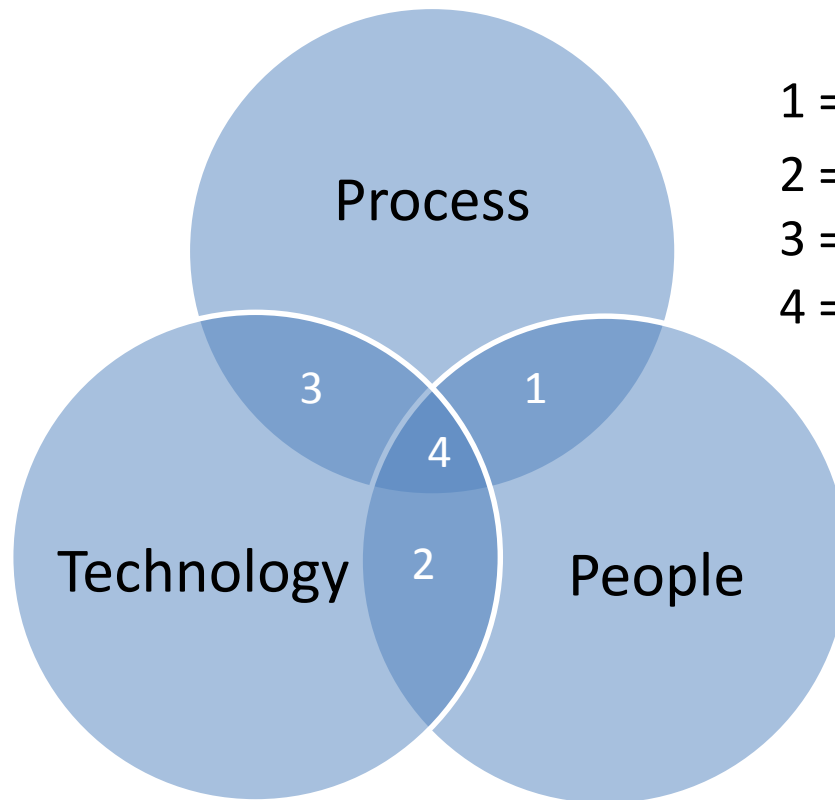


Remove roadblocks



The ABCs of operational efficiency

Alignment of process, technology & people



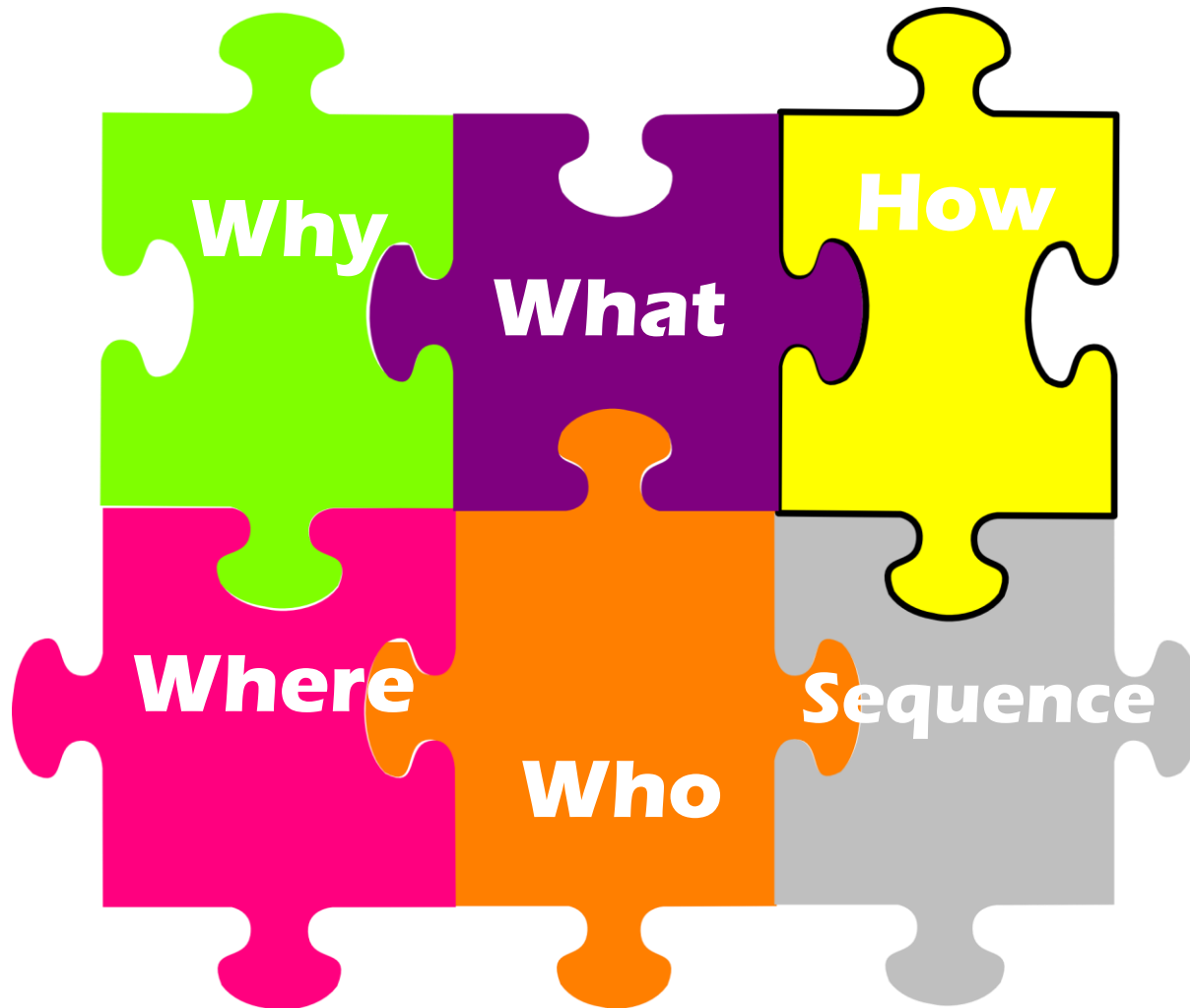
1 = Slow & inefficient

2 = Confusion

3 = Full automation

4 = Speed, efficiency, productivity
(sweet spot)

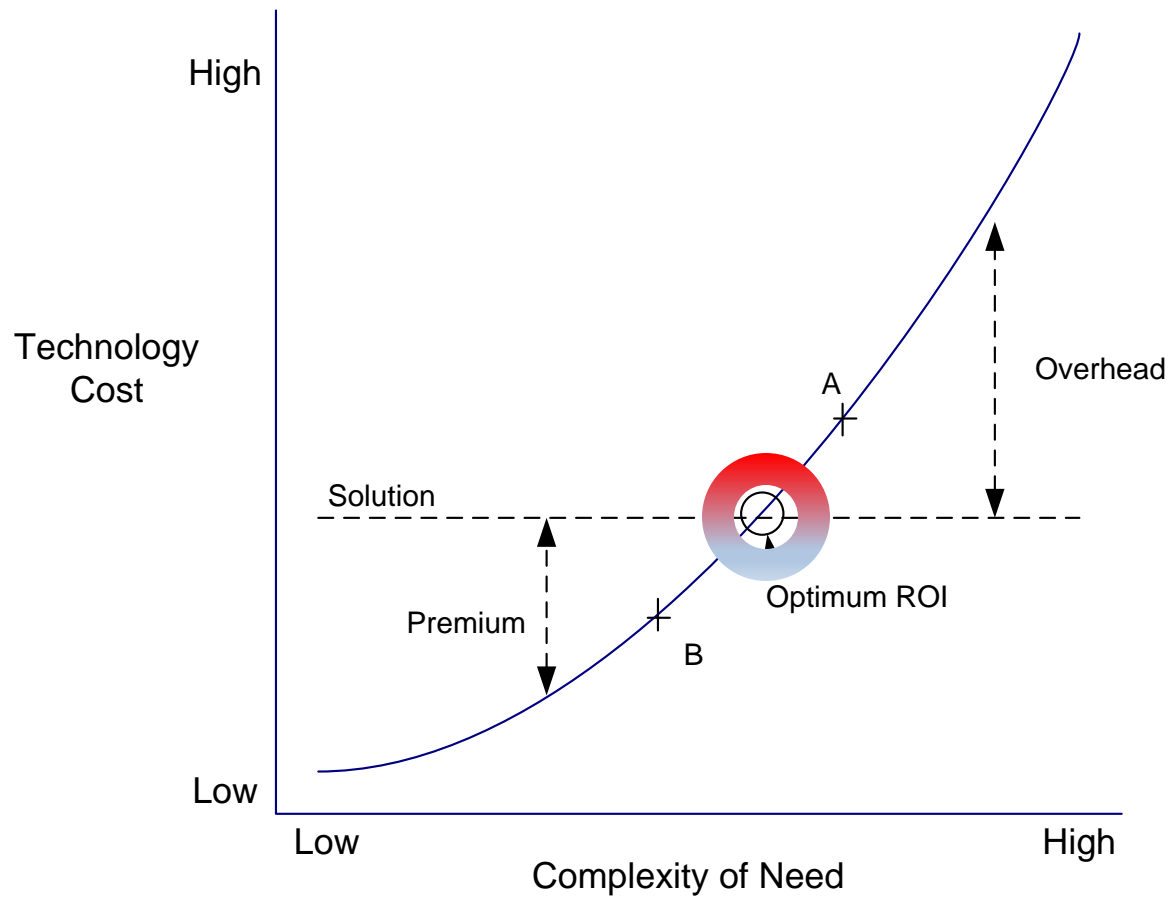
Core elements of process



Tug-of-war with technology



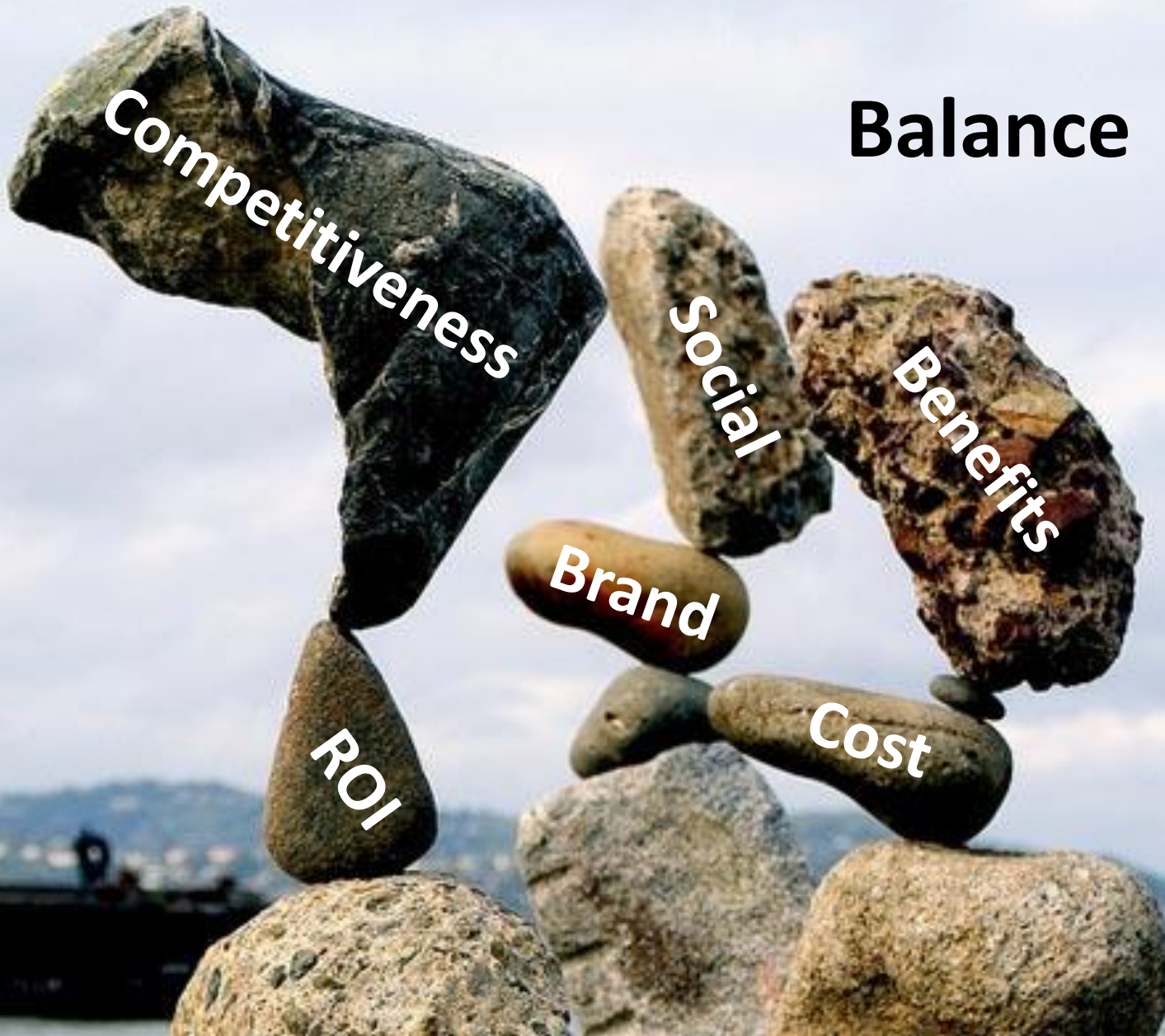
Technology investment





Intellect from people

Balance





Collaboration

Building blocks for continuous improvement



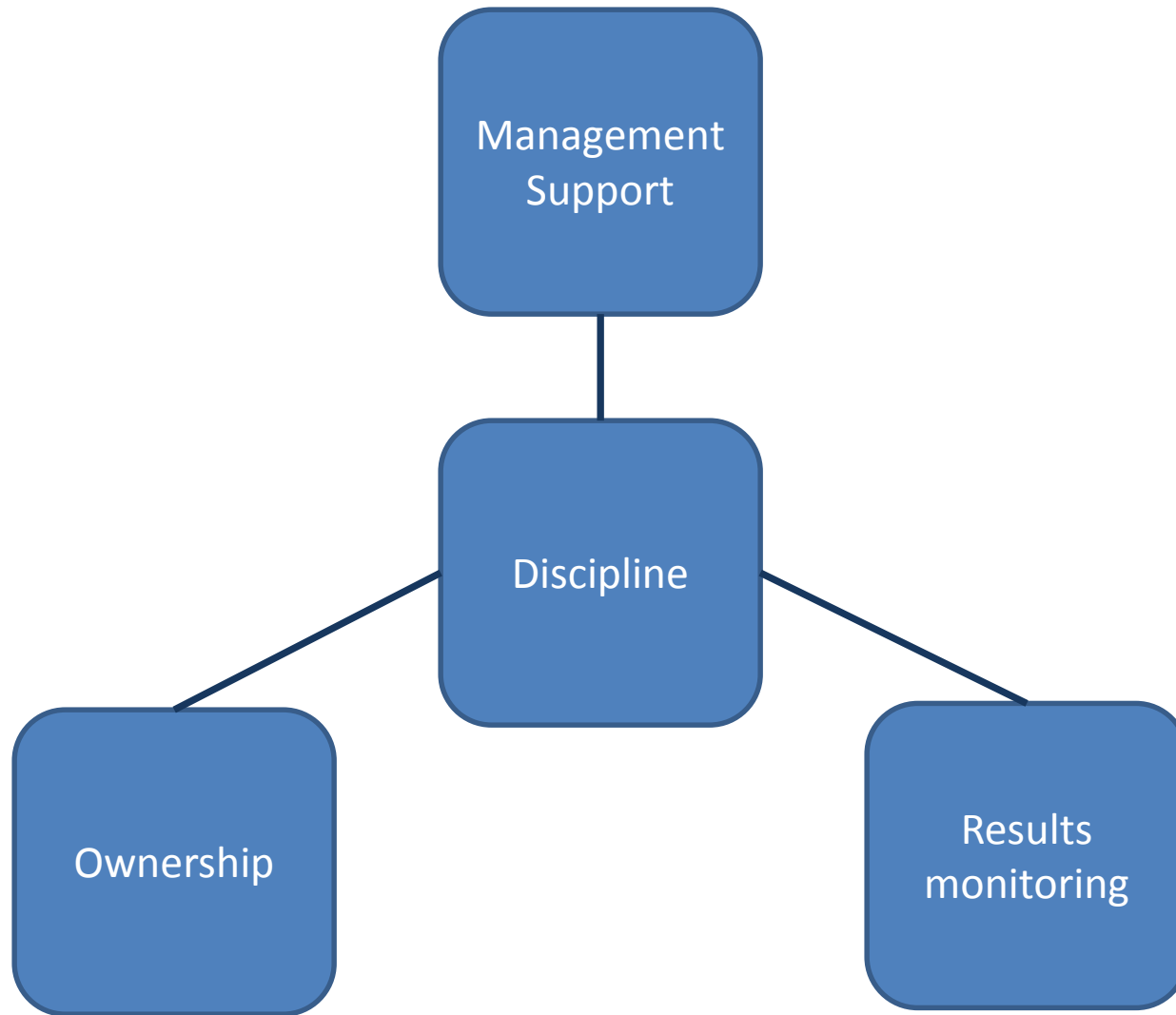
**Management
Support**



Ownership



Results
monitoring



Key success factors for transformation



Passionate team

Value generation





Measurable targets

Trusted leadership



Tips & Techniques



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Connie Siu's News

Leverage Your Resources to Optimize Results

Make 'Winning Mindsets' a Priority for Your Business

Every initiative a business embarks on has an objective to improve its current state. The business goes through the exercise of compiling a list of data to validate the business

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many phases. Each phase is exposed to both anticipated and unanticipated hurdles. These hurdles include resistance to change, conflicting preferences for solution design, change in market conditions, unexpected regulations, and many more. While the business might have limited influence on the external hurdles, it has an upper hand on internal challenges. Most of the internal challenges arise from dissimilar mindsets. As a result, the initiative is stalled and delayed, runs out of budget for critical pieces, and in the worst case, never reaches completion.

[Read more.](#)

In This Issue

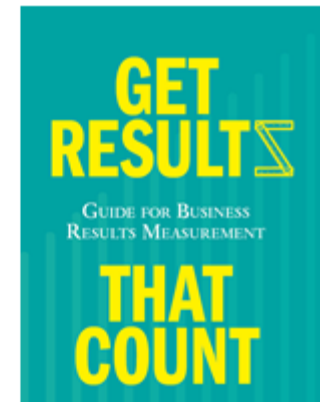
[Make 'Winning Mindsets' a Priority for Your Business](#)

[Tip on Elevating Business Performance Speaking](#)

Speaking

February 8, 2018 - Exit This Way, Burnaby, BC

Book



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