

## question

Which is the primary objective of your Organisation?

(one and one only)

write it down on a piece of paper (1 minute)

## Airlines...

# movie time

THE STORY...

### the fax!!

## Banks

## Car Hire...

## 5\* Hotel...

# Customer Customer Care...

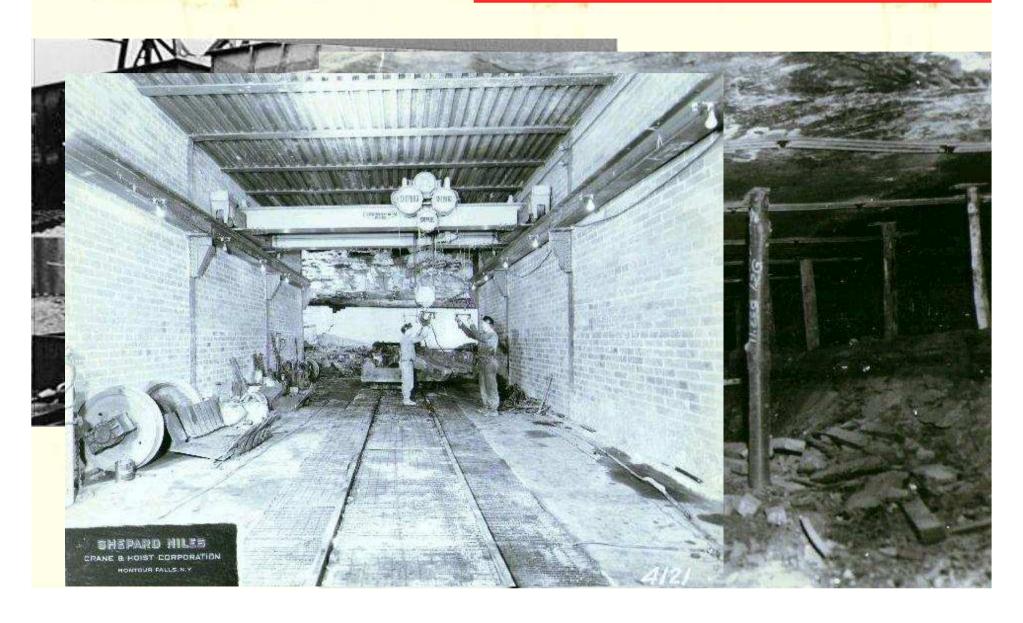
Maybe you fish it.....



...maybe you farm it.....



...maybe you mine it.....



...maybe you breed it.....



...maybe you mill it.....



...maybe you brew it.....



...maybe you manufacture it.....



...maybe you construct it.....



...maybe you simply sell it.....



or maybe you dance it.....



You catch it, you farm it, you mine it, you breed it, you mill it, you brew it, you manufacture it, you construct it, you simply sell it or you dance it ...

...no matter what you do - you must generate....

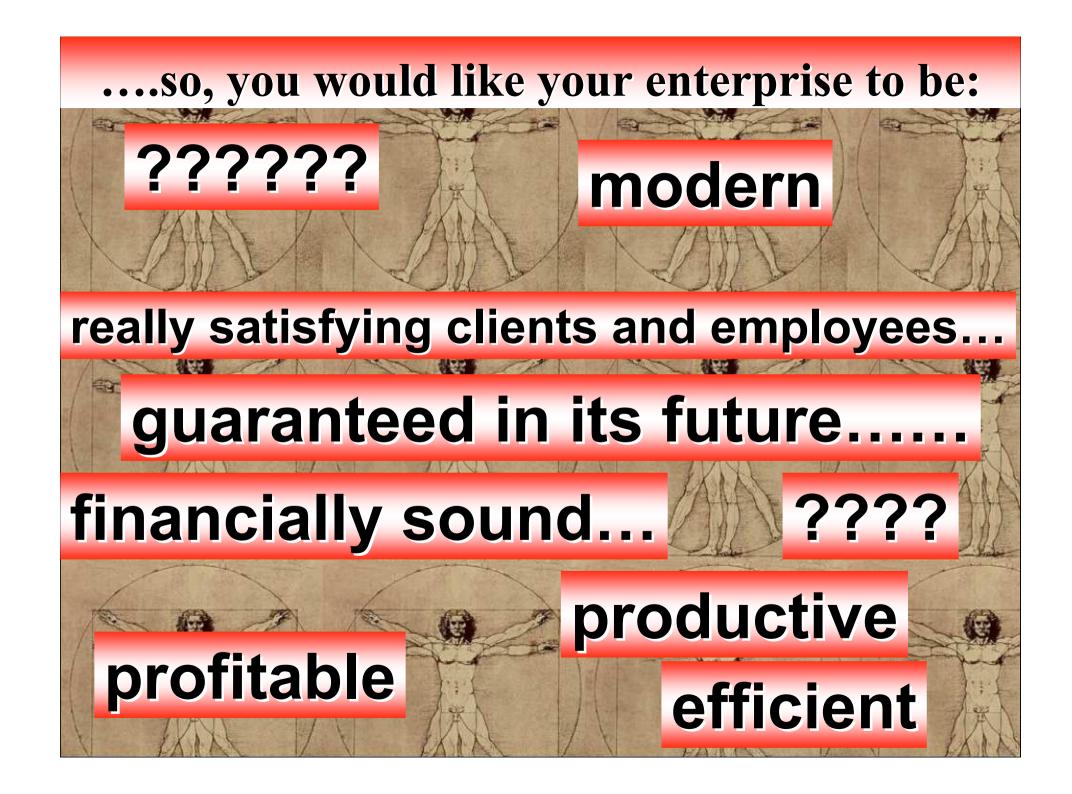
for your customers

**Everyone that works in your organization is doing one of three things:** 

- 1. They are generating value for your customers or
- 2. They are creating or reshuffling waste or
- 3. They are doing absolutely nothing

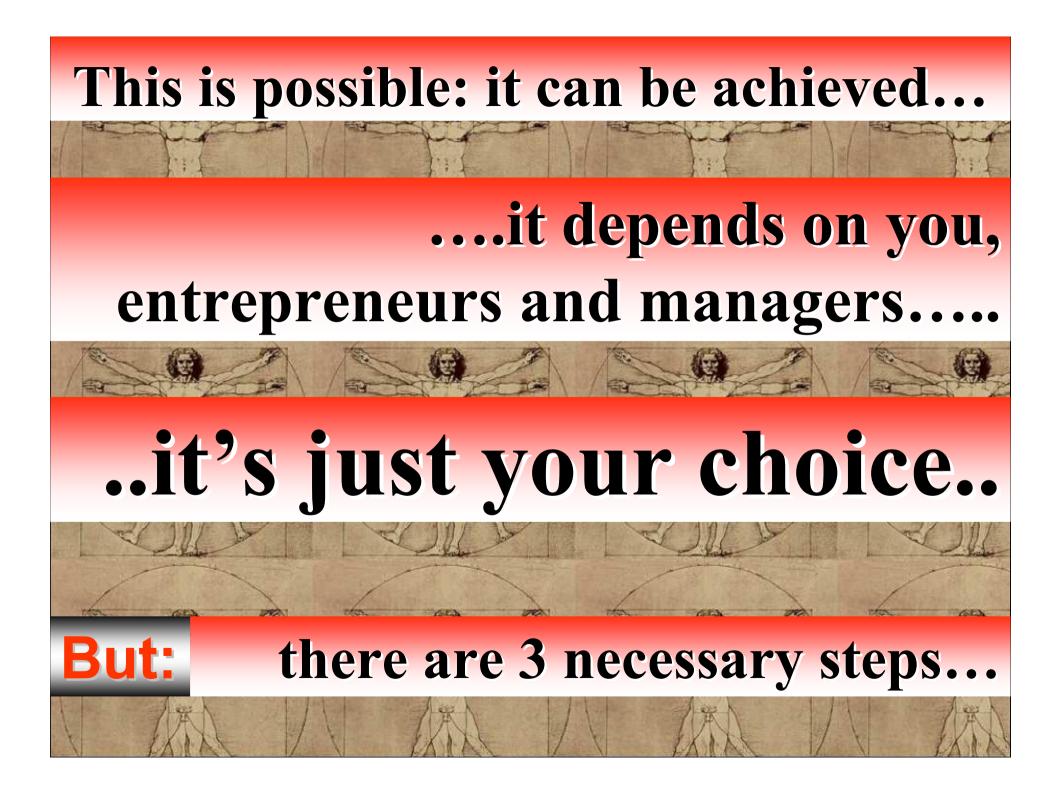
# The market leaders will always have the majority of their people dedicated to the first of these

...in an office (or a bank, or a travel agent, or....) the floor cleaner may be adding more value than most employees..



....so, you would like your enterprise to be: Efficient – Profitable – Modern – Productive - Financially sound satisfying clients and employees – Guaranteed in its future -???? - ????? - ????????????





....you would like your enterprise to be: Efficient – Profitable – Modern – Productive – Financially sound – Capable of really satisfying clients and employees – Guaranteed in its future – ???? - ?????? - ????????

#### THE 3 NECESSARY STEPS

- 1) Understand the environmental change and manage it
- 2) Be prepared to abandon the "formula"
- 3) Have a clear direction and tell people about it....
- 4) ....and something more.....

## world-class, "lean" performance

performance management

#### performance management

- 4 necessary steps
- 1 MEASURE PERFORMANCE
- 2 IDENTIFY THE GAP
- 3 SET PATH TO IMPROVEMENT
- 4 MAKE IT HAPPEN

## Step 1

# HOW TO MEASURE PERFORMANCE

....know where you stand!!!
....know where you are!!!

#### Enterprise Performance



#### THE LEAN ENTERPRISE (Lean Thinking)

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