Optimising Performance

To Achieve Objectives

By Refining Core Skills

REVIEW

QUESTION

SOLVE

ANALYSE

INNOVATE
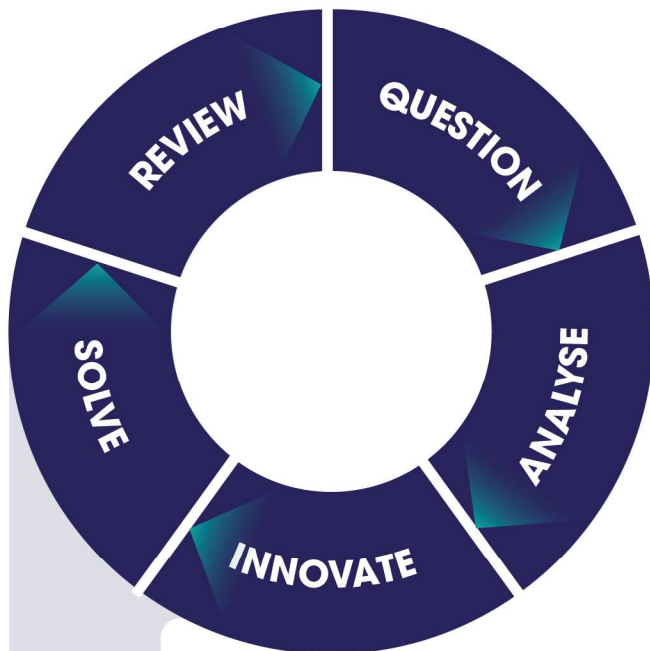
Automation of Processes
Managing the Change
The System/ People Interface

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- **Introduction & Background**
- **Case Study** Multi site design and implementation of an Enterprise Resource Planning (ERP) system
  A plant manager and end user perspective

**Gaining Information and Eliminating assumption**

Why-What-Where-Who-When-How

- Why are you doing this? What is the objective?

- Why would the people in your team want this?

- How does your business work?

- What are the components of your existing processes?

- What would be the inputs to the system?

- What work would the system be performing?

- What will be the system outputs?

- Who would be responsible for entering the data?

- When would go live be and What are the milestones to get there?

- Who to involve and When?

- How to communicate and train?
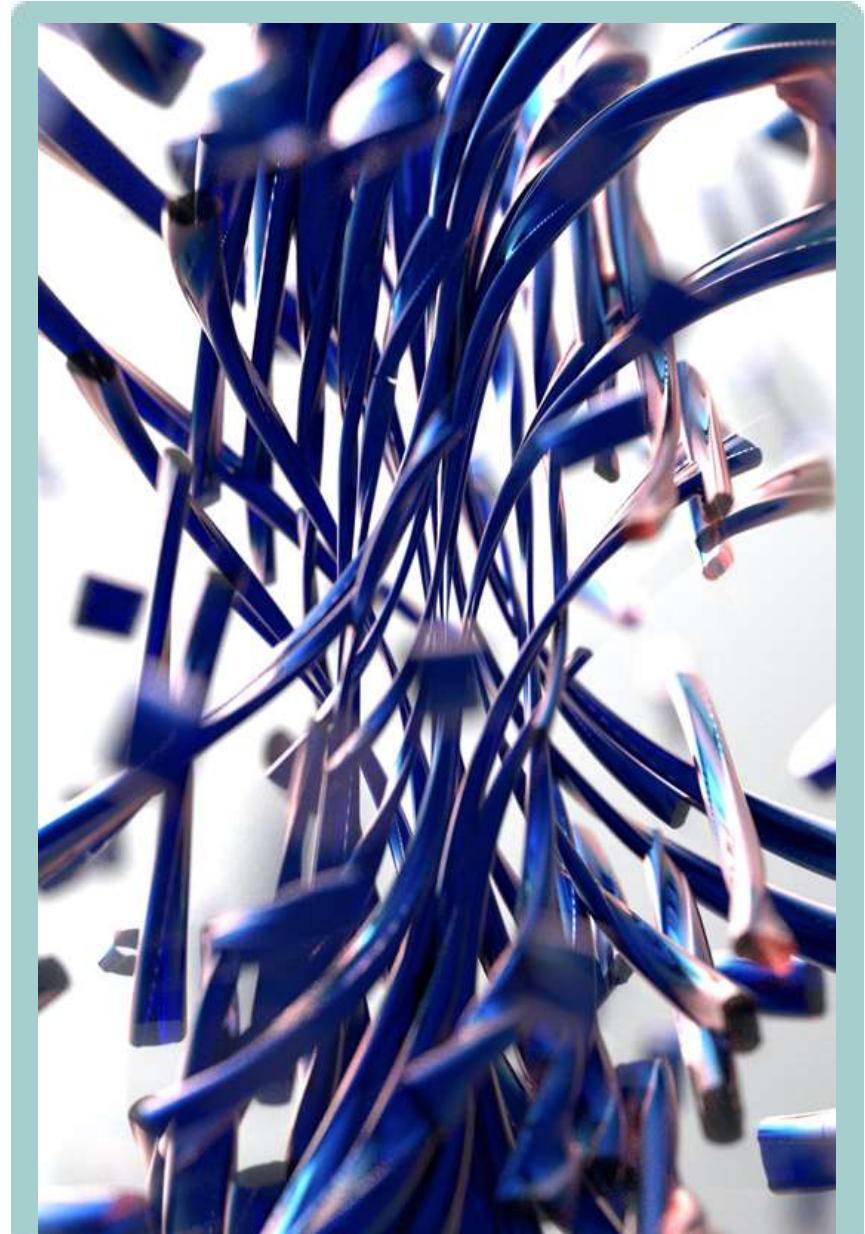
Understanding Information – Quantifying and Qualifying

- Your Team of People – Roles v Reality, knowledge, experience, tapping into the value of diversity

- Customer Requirements

- Suppliers

- Process Mapping & Gap analysis

- KPI's – navigating the data

- Sometimes less is more

- Attention to the system/ people interface points

INNOVATION
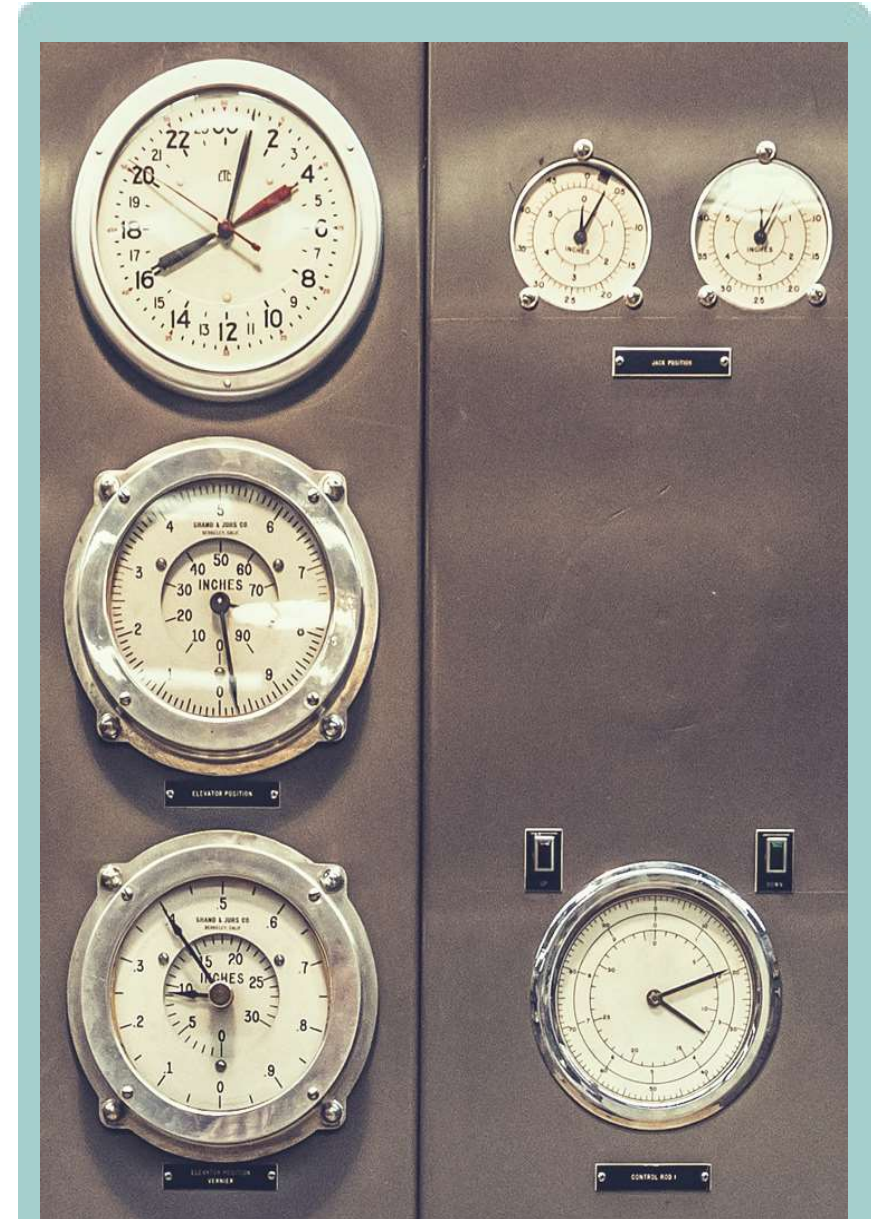
Thinking about things differently to add value.

- Build in Flexibility

- Team agility

- Design contribution

- The value of diverse perspectives

- Visualisation

- Entertaining the ridiculous – explore unlikely scenarios

  with inputs, outputs, workflows and other influences.

SOLVE
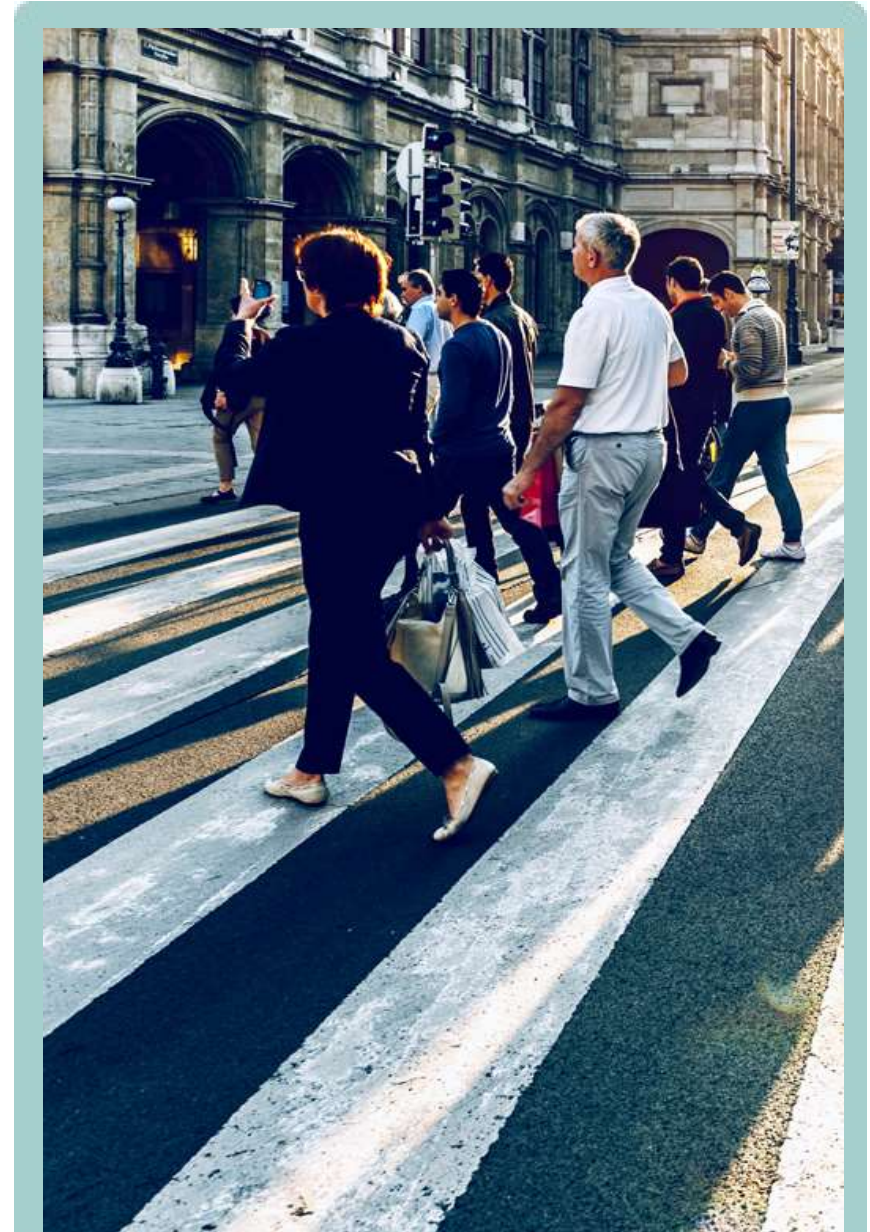
Answering the problem. Deciding and managing action.

- Deciding – key parameters

- Design outline – Business Requirements v System Capabilities

- The show must go on – Planning

- Resourcing

- Commissioning Testing

- Training & Handover

Judgment of the work done.

Identifying opportunity for improvement.

- What worked well – Importance of recognition

- Engagement and Legacy

- Debrief – what didn't work well

- Lessons learnt