

“Strengthening Your Corporate Infrastructure”

FCEDA – Procurement Academy

May 11, 2011

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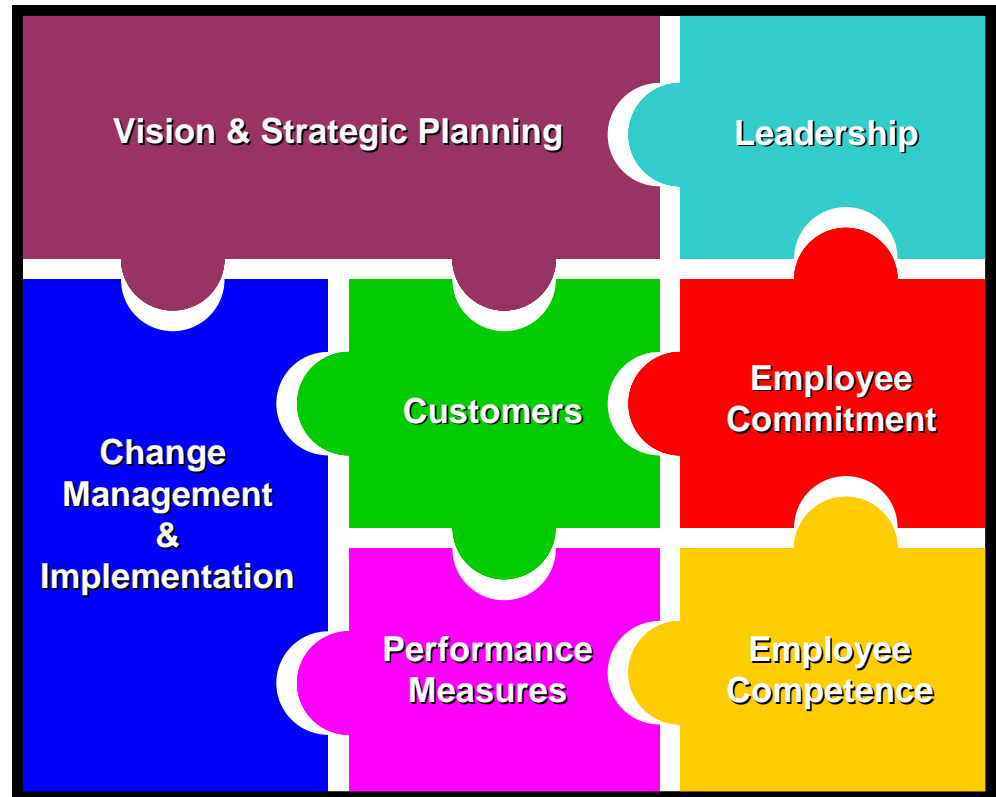


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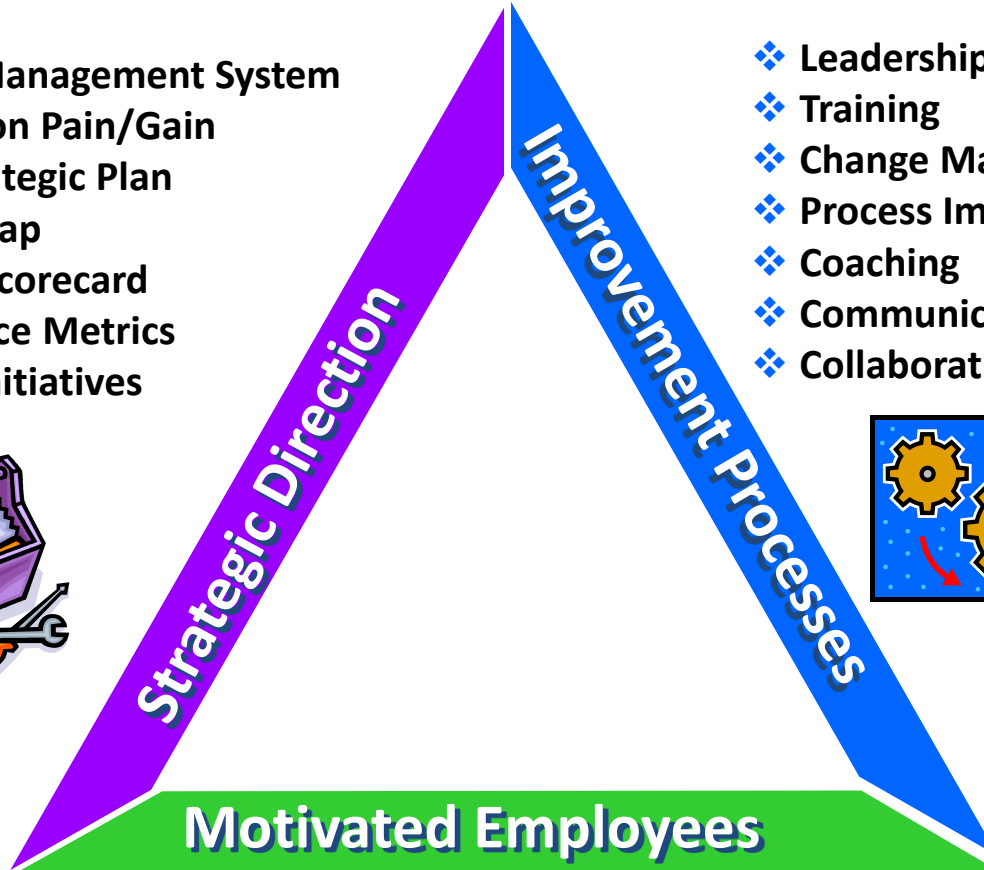
What is a High Performance Organization (HPO)?

- The best it can be
- Has all required elements
- All elements are integrated with each other

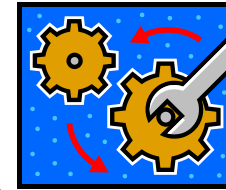


How Do You Achieve a HPO?

- ❖ Strategic Management System
- ❖ Organization Pain/Gain
- ❖ Vision/Strategic Plan
- ❖ Strategy Map
- ❖ Balanced Scorecard
- ❖ Performance Metrics
- ❖ Strategic Initiatives

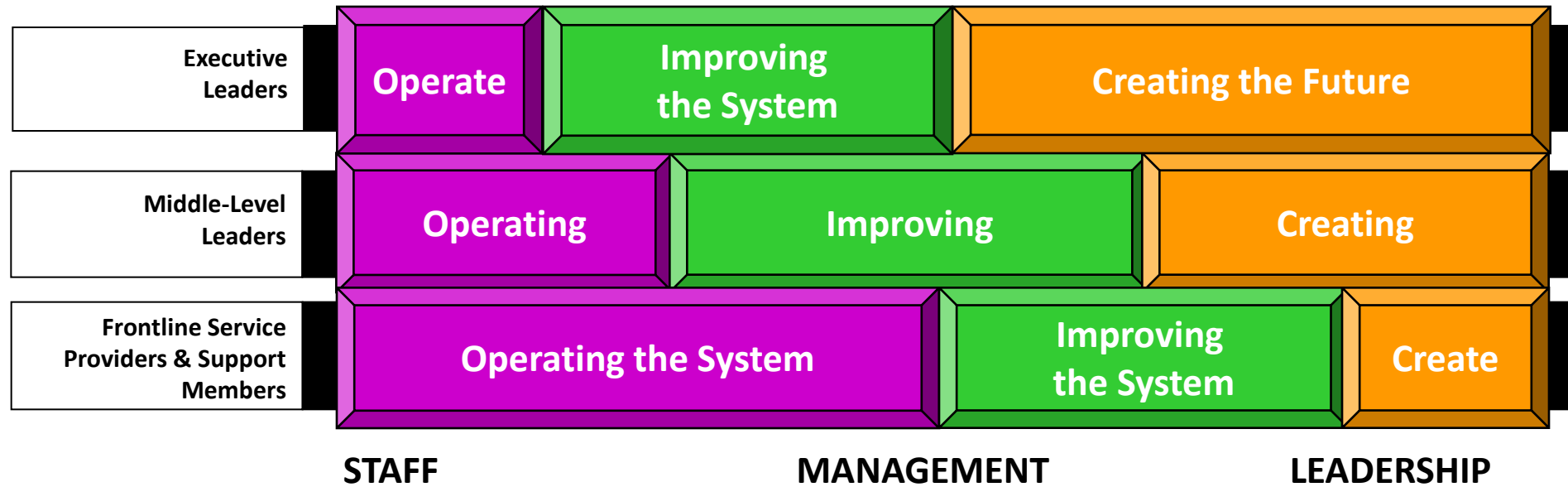


- ❖ Leadership
- ❖ Training
- ❖ Change Management
- ❖ Process Improvement
- ❖ Coaching
- ❖ Communications
- ❖ Collaboration



- ❖ Selection (Right People)
- ❖ Recognition & Reward
- ❖ Preparation
- ❖ Commitment

Where We Invest Our Time



Types of Organizational “Pain”



EMPLOYEE

- Accidents &/or absenteeism
- Attrition of key employees
- Job dissatisfaction
- Poor morale
- Disciplinary actions
- Decreased motivation & commitment
- Fatigue, confusion, burnout

PROCESS

- Rework
- Poor implementation (new technology or service)
- Fuzzy/changing strategic direction
- Rapid, unplanned growth
- Poor communications
- Tense work relations
- No trust / sabotage

CUSTOMER

- Poor/weak deliverables
- Dissatisfied customers
- “At Risk” customers
- Lost customers/referrals
- Bad word-of-mouth press
- Poor reputation

FINANCIAL

- Diminished work quality & quantity
- Poor profit margins
- Missed market opportunities
- Lawsuits

Customer Delight

THE OUTCOME

Much Value Added

Expectations Met

Expectations Not Met

AT RISK	LOYAL	ADVOCATE
SEARCHING	AT RISK	LOYAL
GONE	SEARCHING	AT RISK

Dissatisfied

Satisfied

Dazzled

THE EXPERIENCE

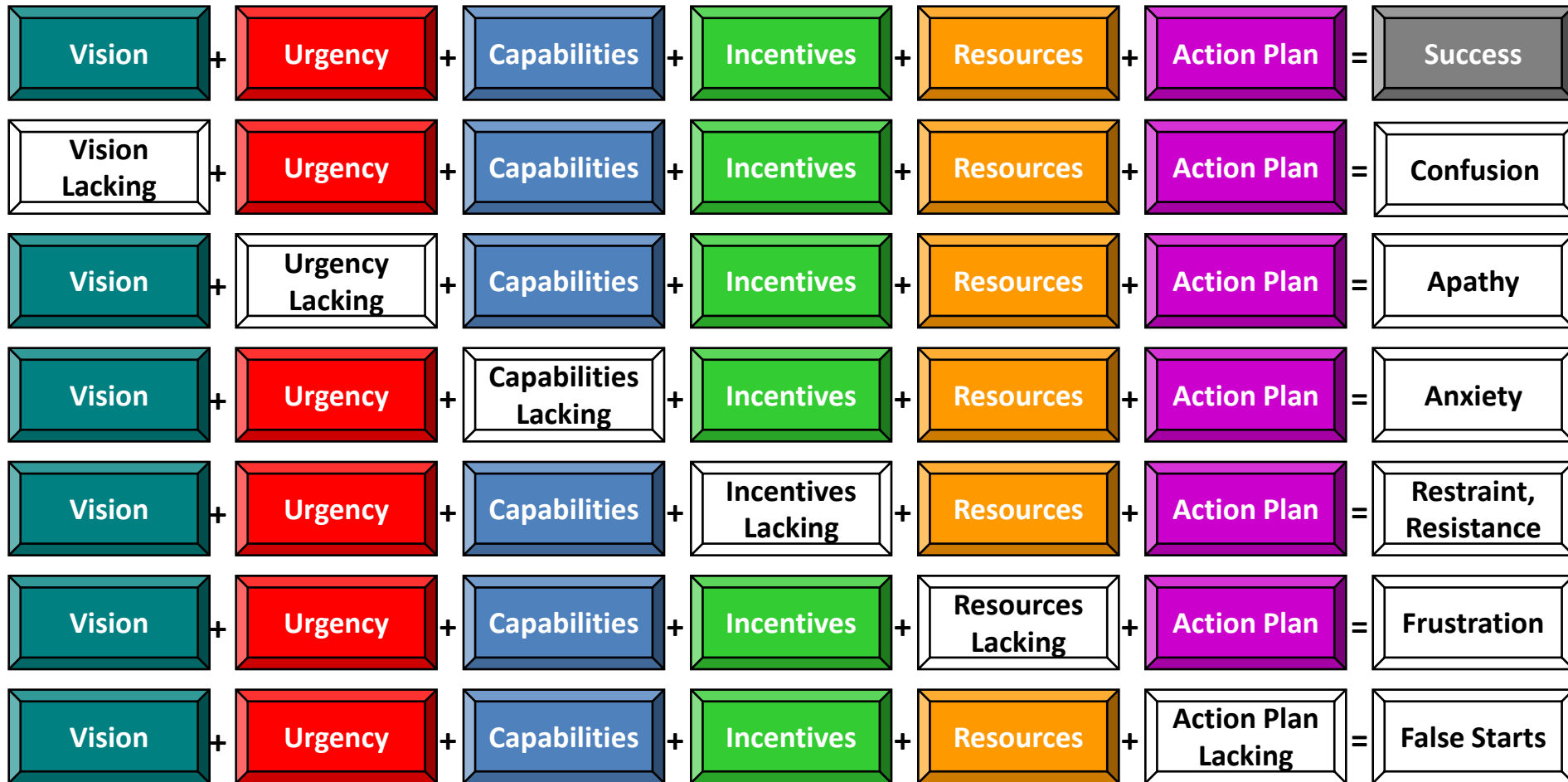
Adapted from: 1996 Performance Research Associates, Inc.

Performance Equation



High Performance Organizations invest in this systemic approach to improving performance.

Six (6) Critical Elements for Success in Managing Change



Original Source: Unknown. Adapted by PBI.