

Operational Excellence Network Tailored Programme

World Class – managing excellence

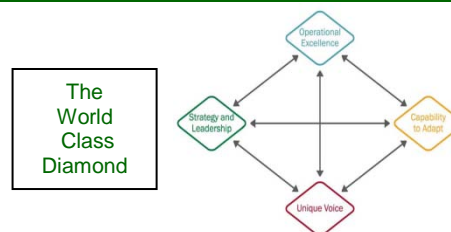


OBJECTIVE

Are you fit to become 'World Class'? Operating at 'World Class' level is a frequently stated goal of businesses and government departments. Realising this ambition is the product of a sustained and focussed journey of improvement. The first step in your journey is establishing the current level at which you are operating. This is achieved through the World Class diagnostic 3-stage programme.

CONTENT

Your organisation is assessed using the 'World Class Diamond' – a framework of best practices from leading organisations. Unlike other benchmarks, World Class operates primarily at a level below the organisation as a whole. It seeks to diagnose the performance of a particular unit or function. If necessary, several World Class diagnoses may be performed to establish a rating for the whole organisation.



METHODOLOGY

1. Online, no hassle data collection - The World Class survey takes around 20 minutes to complete per person and requires only a minimal computer specification and an Internet connection. Ideally the sample size should be 30 participants or more from a cross section of Senior Managers, Managers, and Team Leaders.
2. Data analysis - After data capture is complete, the analysis will be undertaken and results compiled in just one week. A diagnostic report will assess your current levels and compare them, and your overall rating, with other organisations
3. Your improvement plan designed.

Each diagnostic is analysed by World Class experts who will draw on practical experience and expertise to lead an intensive workshop to identify areas to be improved and actions to realise those improvements.

KEY BENEFITS

- Objective, external recommendations on your 'next steps' to operational excellence, backed by the rigour of academic research
- Highlights your organisation's strengths and weaknesses
- Benchmarks your performance with other businesses on an international basis, both in your industry and others
- Minimal investment of internal resource: a 20 minute online survey
- A proven gateway to becoming World Class.

TO LEARN MORE

To learn more about how you can achieve world class levels of operational excellence please contact Andrew Milner on 07710 388 816 or email andrew.milner@h-i.com.