

Smarter Solutions, Inc.

One-Day Executive Workshop

Achieving Enterprise Excellence

Agenda

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Referenced chapters, sections, and examples are from

*The Integrated Enterprise Excellence System:
An Enhanced, Unified Approach to Balanced Scorecards, Strategic Planning, and Business Improvement,*
Forrest W. Breyfogle III, Bridgeway Books, Austin, TX 2008

*Integrated Enterprise Excellence Volume 1 – The Basics:
Golfing Buddies Go Beyond Lean Six Sigma and the Balanced Scorecard*
Forrest W. Breyfogle III, Bridgeway Books, Austin, TX 2008

Note

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1. Opening and Introductions
2. Business Improvement Strategy
 - Business Improvement Methodology
 - Business: Value Chain Analysis
 - Case Study: Project Execution and Tracking
 - Formula for Success
3. Process Improvement Strategies
 - Six Sigma
 - Lean
 - Theory of Constraints (TOC)
 - Integrated Enterprise Excellence (IEE)

Break

4. Traditional Performance Measures
 - Traditional Performance Measures: Accounting and its Issues
 - Characteristics of a Good Metric
 - Scorecards/Dashboards
 - Traditional Performance Measures and its Issues: Tabular
 - Traditional Performance Measures its Issues: Pie Chart, Line Chart, and Bar Chart
 - Traditional Strategic Planning and its Issues
 - Hoshin Kanri and its Issues
 - Traditional Performance Measures: The Balanced Scorecard and its Issues
 - Traditional Performance Measures: Red-Yellow-Green Scorecard Reporting and its Issues
 - Process Tracking and Process Capability
5. Reduce Fire-fighting
 - Example: Reacting to Data
 - Variation and Process performance
 - Determining the Capability of an In-control Process
 - IEE Scorecard/Dashboard Metric Reporting Process
 - IEE Metric Pull for Project Creation
 - IEE Metrics vs. Red-Yellow-Green Scorecard
 - Scorecard/Dashboard Metrics that Lead to the Right Actions
 - IEE Assessment
6. IEE Implementation
 - Process Tracking and Process Capability
 - Lean Six Sigma Project-Based Strategy
 - Project Selection Alternatives: Traditional Lean Six Sigma vs. IEE
 - What is IEE?
 - IEE Alternative
 - IEE Business Goals and Measures
 - IEE Enterprise Execution Roadmap
 - IEE Business Strategy
 - IEE High-level Metrics
 - IEE Enterprise Measurements, Analyses, and Improvements

Lunch

- Exercise: Satellite-level Metric Creation
- IEE Enterprise Measurements, Analyses, and Improvements
- IEE Value Chain with 30,000-foot-level Metrics
- IEE Satellite-level Metrics
- IEE 30,000-foot-level Metrics
- Exercise: IEE Value Chain and 30,000-foot-level Metric Initiation
- IEE Value Chain and Drill-down Examples
- IEE High-level Metrics for Process Capability

- IEE Low-level 50-foot-level Metrics
- Comparing Traditional to IEE High-level Metrics
- IEE Illustration: Enterprise Improvement
- IEE Enterprise Lean Assessment
- IEE Enterprise Analytics
- Example: Sales Personnel Scorecard/Dashboard and Data Analyses
- IEE Goals and Strategy
- Enterprise Improvement Plan (EIP): Blending Analytics with Innovation to Create Strategies that Lead to Projects for Achieving Enterprise Financial Goals
- Example: Enterprise 30,000-foot-level Performance Metric Project-Pull-Creation System through EIP
- IEE Enterprise Measurements, Analyses, and Improvements
- 30-foot-level Operational Metrics Pull for the Most Appropriate Six Sigma/Lean Tools
- IEE Enterprise Measurements, Analyses, and Improvements
- IEE Improvement Methodology
- Case Study: 30,000-foot-level Metrics – Continuous Response
- Case Study: 30,000-foot-level Metrics – Attribute Response
- How IEE Compares to other Improvement Initiatives
- Benefits of IEE

Break

7. IEE Infrastructure
 - IEE Business Strategy
 - Enterprise Measurements, Analyses, and Improvements
 - Example Process Management Drill Down
 - Organizational Training Plan
 - Black Belt Selection
 - IEE Organizational Relationships
 - IEE Technical Relationships
 - IEE Inherent Advantages and Case Study
 - Exercise: Successful IEE Deployment
 - Summary
8. Summary and IEE Deployment Initiation (A Start Small Building Strategy)
 - Business Improvement Methodology
 - Traditional Performance Measures: Accounting
 - Business Goals and Measures : Traditional Approaches
 - Process Tracking and Process Capability
 - IEE Business Strategy
 - IEE Value Chain and 30,000-foot-level Metrics
 - IEE Enterprise Measurements, Analyses, and Improvements
 - IEE Satellite-level Metrics and 30,000-Foot-Level Metrics
 - IEE Project Selection: 30,000-foot-level metrics and EIP
 - IEE Project Selection: Lean Enterprise
 - IEE Project Selection: Performance Metrics and EIP
 - 30,000-Foot-Level Operational Metrics pull for the most appropriate Six Sigma/Lean Tools
 - Business Goals and Measures
 - Smarter Solutions' Descriptive Brochure: Project Example
 - IEE Project Results - Overall
 - IEE Deployment Initiation: A Start Small Building Strategy
 - IEE Business Strategy
9. Wrap-up
 - Exercise: Next step
 - Take aways and contact information