ORGANIZATIONAL ASSESSMENT

The number one priority of nearly every business is to improve its operating performance. The pressure to deliver results and achieve world class status has never been stronger. Managers must contend with many challenges; including increased sales and delivery, improved quality, and reduced cost and inventory. To move forward, leaders need access to best practices based on proven methodologies that can be applied to their organization.

Our Approach:
- Do a comprehensive assessment of the current performance of your organization.
- Develop a shared understanding of your greatest strengths and opportunities for improvement.
- Target and prioritize the top opportunities for improvement.
- Develop detailed improvement plans.
- Provide the Training, Coaching and Guidance to execute the plan.
- Follow-up and verify sustainability of results.

Assessment Framework:

- **Organizational Profile** – how the organization operates, the key challenges it faces, and its system for performance improvement

- **Leadership:** How leaders' actions guide and sustain your organization and how the organization leads within the community
- **Strategic Planning:** How you develop and deploy strategic directions
- **Customer Focus**: How you engage customers for long-term success
- **Measurement, Analysis, and Knowledge Management:** How you manage data & knowledge to support & improve key processes
- **Workforce Focus**: How you assess workforce capability and capacity and build an environment conducive to high performance
- **Operations Focus:** How you design, manage & improve key work processes to deliver customer value
- **Business Results**: Performance and improvement in all key areas – product/service and process, customer, workforce, leadership, financial and market

The management best practices of this assessment are based on the internationally renowned Baldrige National Quality Award Criteria for Performance Excellence framework and are designed to address the common challenges all leaders and organizations' face.

Regardless of your current level of performance, any organization – no matter its sector, size or maturity – can use this framework as a roadmap for performance excellence. Six Sigma, Lean, TOC, or a variety of other performance improvement tools can be used to help improve core processes identified by thoughtful application of this framework.