Operations Planning & Policy Deployment

INPUT:
1) Non Negotiable Items or Owners Decisions
2) Core Competencies

INPUT:
1) World Class Assessment
2) Financial Model development
3) Shareholder expectations

INPUT:
1) Customer Value Proposition
2) SWOT Analysis
3) Market Research
4) Strategic Value Streams

INPUT:
1) Strategic Value Streams
2) Operational Excellence tools
3) Customer Management processes
4) E,H & S

INPUT:
1) People (skills, knowledge, training)
2) Systems (databases, networks, programs)
3) Organization (leadership, culture, teams, roles/IDP's)

Start Plan

Planning Process Flows

1

Mission Statement
Why do we exist?

Vision Statement
Where we are headed?

Values Statement
What will our culture be?

What is our strategic framework?

2

Financial Dimension

What does success look like?

3

External/Market Dimension
Voice of the customer
- **Cost**
- **Quality**
- **Delivery**
- **Innovation**

What are our customers telling us?

4

Internal Dimension
What internal systems/ processes must we change to meet our external market needs?

What must we change to meet external/internal demands?

5

Learning/People Dimension
What new skills/ methods must we learn to change our processes?

What change catalyst activities must we undertake?

Implementation Process Flows

Outcome

3

2

1

Output From Planning

Critical Success Factors
What are the 5-7 things we must do to be successful?

Implementation Plans & Process
Play catchball and develop process for performance monitoring

Optima
Teach • Change • Perform •