



“Begin with the end in mind”



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A Management Services Perspective on Organisational Performance Improvement Solutions

**Mark v/d Park
in action**



Eish! 3 years on. Hell there must be a better way!!!

Presented by Mark Tripod – SAIMAS Conference 22 Oct. 2015



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Organisational

Big Picture

Solutions

**Thinking of these 4
words**

**Implementation
Make it work**

Performance

Measurement

Improvement

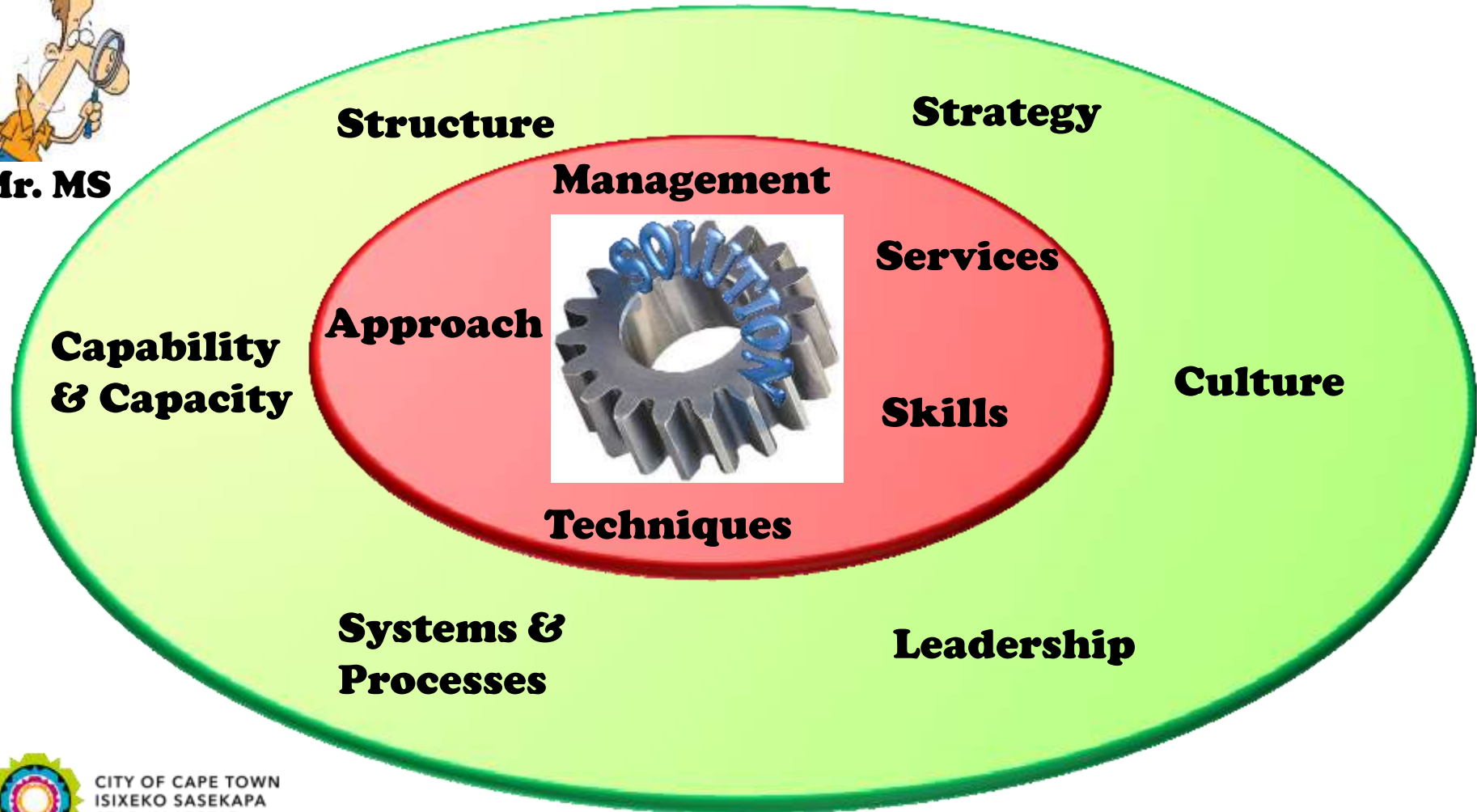
**Change
We need to do
something different**



What does Management Services bring to Organisations ?



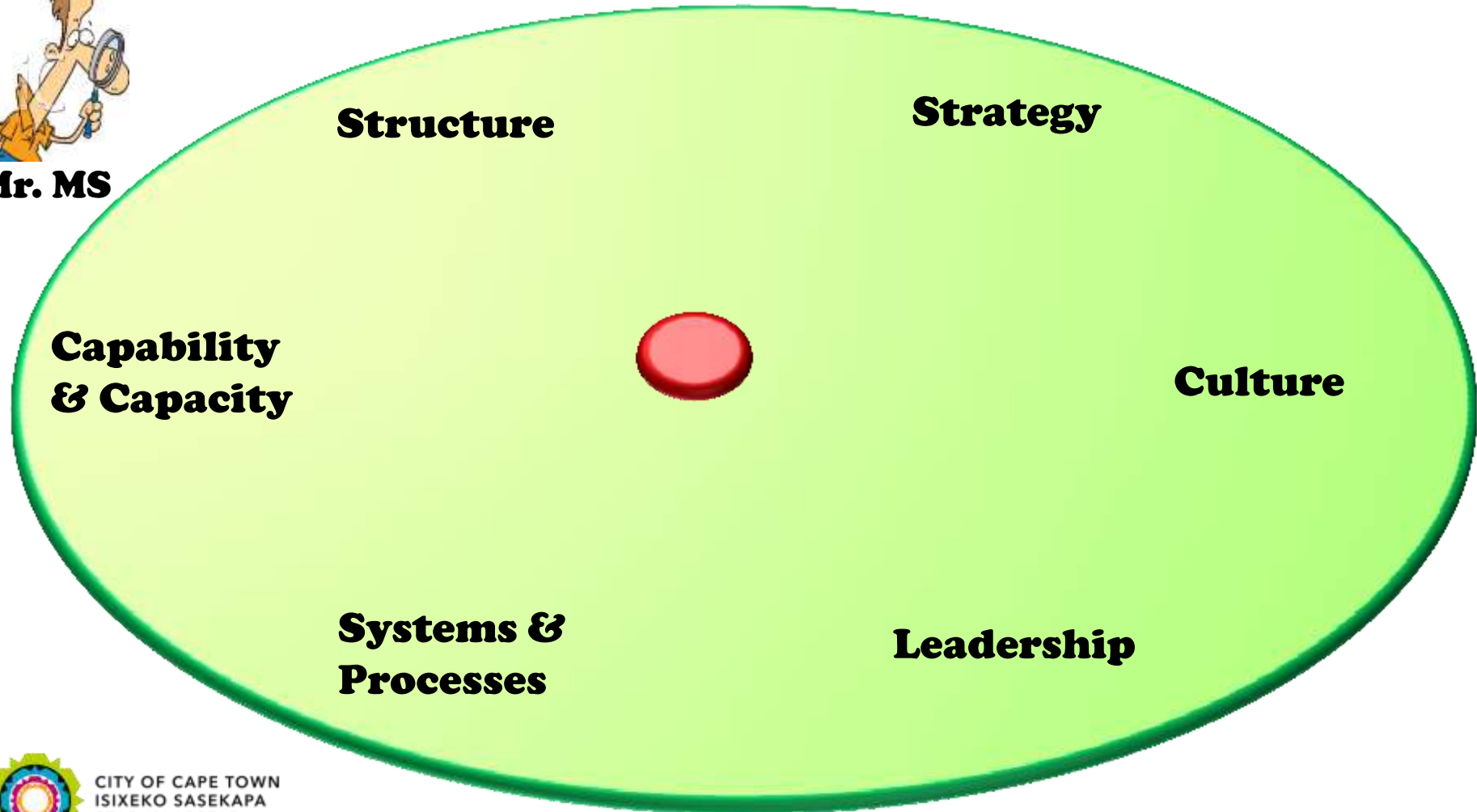
Mr. MS



What does Management Services bring to Organisations ?



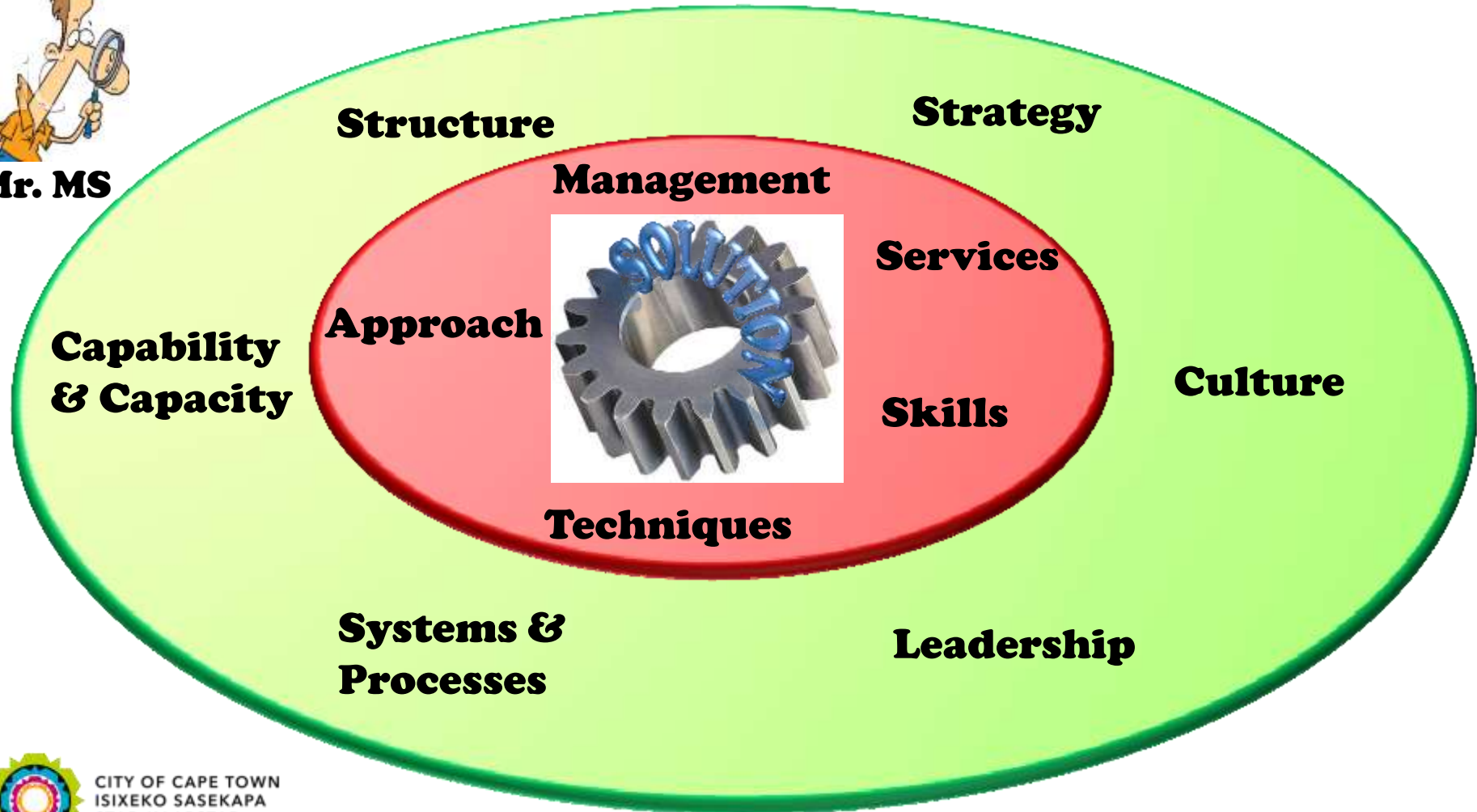
Mr. MS

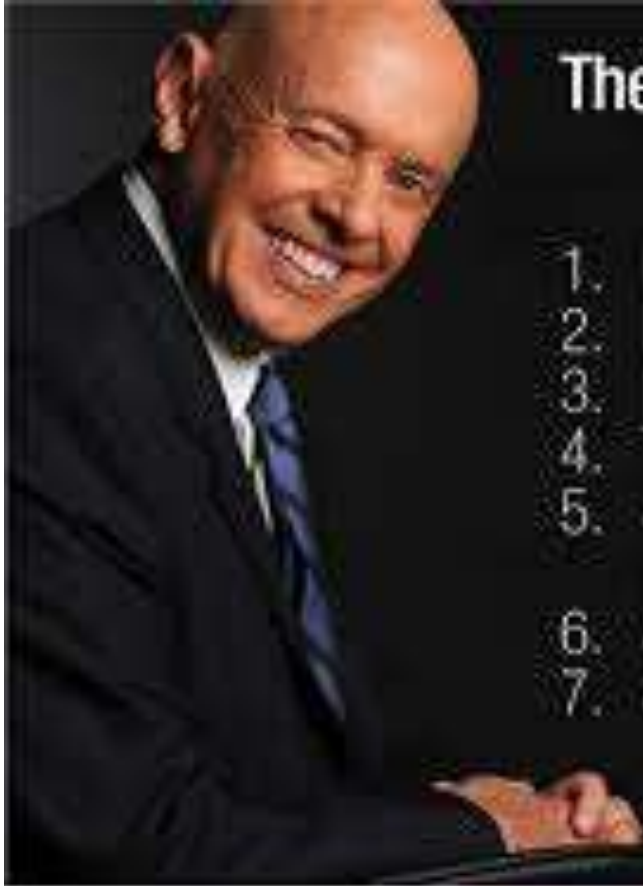


What does Management Services bring to Organisations ?



Mr. MS



A photograph of Stephen Covey, a man with a balding head, wearing a dark suit, white shirt, and blue tie. He is smiling and looking towards the camera. His hands are clasped in front of him.

The 7 Habits of Highly Effective People

1. Be proactive
2. Begin with the end in mind
3. Put first things first
4. Think win-win
5. Seek first to understand, and then to be understood
6. Synergize
7. Sharpen the saw

Stephen Covey



Question: Why do we need to Improve?

Nokia was the largest vendor of mobile phones.



Who has one now?

Why?

Most points scored in a RWC match pre 2011? > 100

Most points scored in a RWC match 2015? < 66

Why?



In 1984

In 2001

\$1 = R1.30

\$1 = R13.84

Why?



Answer: Cause SHIFT happens?

SHIFT in Action



Some we can anticipate ...



..... and some we just don't see coming!



..... Scandal!



Where must we Improve? ..

**Measure and
you will find
out!**

But what must we measure?

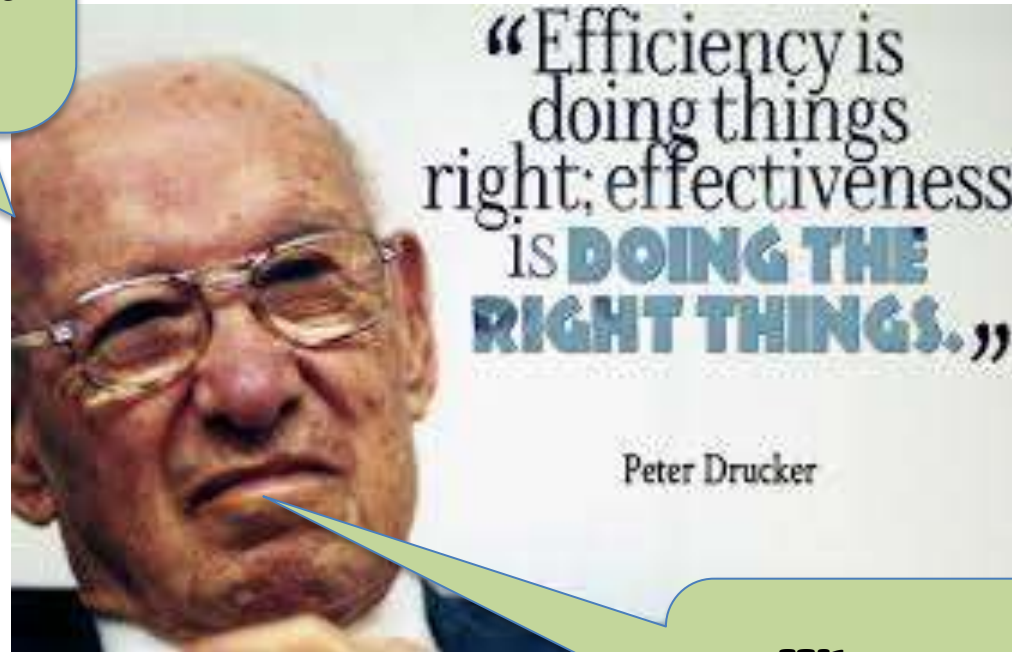
**Inputs
Outputs
Outcomes**

**How Efficient
& Effective
are we?**

**Mr. MS's Role:
Create a culture of performance.
Mainstream performance management.**



**Nothing is as
useless as doing
efficiently that
which should not
be done at all!**



**What gets
measured gets
managed!**

Inputs



Outputs



Outcomes

Quality Facilities

Usage Numbers



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Why do we measure?

**To find the Gaps
To pick up the trends.**

..... by comparing!



What about Shift?

What must we monitor that we have little or no control over but if it **shifts will have a major impact on what we do?**





Change: Mr. Dlamini



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Improvement & Solutions

Improvements and Solutions implies CHANGE .

CHANGE is the environment in which Mr. Ms works in.

But CHANGE requires Brave Leadership.



**Whose idea
is it?**

Facilitate Improvement

**Change
We need to
do
something
different**



Mr. MS

Leadership

Enabler

**Creative
Explorer**

Engage: What do you think?

**Find the right questions i.s.o
the right answer. *Drucker***

“WOW” to ideas not “HOW?”

**Learn to fail or fail to learn.
*“I failed my way to success” Thomas Edison***



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The Vision **“What if ?”**



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Listen



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Some thoughts and quotes on failure

Baseball: Record for most home runs – Babe Ruth – but also has the most strike outs.

“Many of life's failures are people who did not realize how close they were to success when they gave up.” *Edison*

**“Failure is our most important product.”
*Johnson & Johnson***



Implementation of Solutions.

Make it work!
Whose job is
it.



Mr. MS

Leadership

**Change
Agent**

Negotiate

**Project
Manage**

Change is hard & is hard work.

**Want long lasting change – not
temporary change.**

**Repetition leads to “Rituals”
which embeds change.**

**“Success is one percent inspiration,
ninety-nine percent perspiration.”**





In Conclusion



**Mr. MS sure
can make a
difference.**

Inputs



Outputs



Outcomes

**Efficient &
Effective
application of
Body of
Knowledge**

**Value added
CHANGE**

**Successful
Organisation,
adapting to
SHIFT.**

Add some common sense



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So what became of Mark v/d Park?

**This guy
needs
help!**



**What
happened?**



Change – as good as a holiday



SHIFT

The story of Mark v/d Park



More SHIFT



Change



Thank You



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**Implementation in Action:
Lets End with the beginning in mind!**



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**Thanks
Again**







Doing too much: Less is more. Focus.

Mixing 2 good things together does not result in great things



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