

Five Es to *Extraordinary*



EVALUATE: Conduct an organizational assessment using an evidence-based best practice framework to better understand the culture, define opportunities, and leverage current strengths.

ENGAGE: Work with the CEO and Senior Leaders to champion the journey. Build and nurture a culture to enable delivery of extraordinary, customer-focused results.

EMPOWER: Develop internal capabilities to design, manage, and improve processes by leveraging the talent of your workforce to deliver on customer requirements.

EVOLVE: Begin to mature and integrate the organization by leveraging advanced tools and techniques to deliver not only improvement but innovation.

EXCEL: Deliver extraordinary (top decile) results through integration of measures and strategy. Enable sustainable, strategic improvement.

Five Es to *Extraordinary*



Sample Products and Services

EVALUATE: Conduct an organizational assessment using an evidence-based best practice framework to better understand the culture, define opportunities, and leverage current strengths.

- > Current State Culture Mapping
- > Conduct 5E Assessment utilizing an evidence-based framework/criteria

ENGAGE: Work with the CEO and Senior Leaders to champion the journey. Build and nurture a culture to enable delivery of extraordinary, customer-focused results.

- > MVV Development and Deployment
- > Define Operational Rhythm
- > Develop Leadership System
- > Provide leadership training and development
- > Build Enterprise Process Model
- > Executive Coaching
- > Leading improvement and change
- > Strategic Plan Development
- > Future State Culture Mapping
- > Succession Planning

EMPOWER: Develop internal capabilities to design, manage, and improve processes by leveraging the talent of your workforce to deliver on customer requirements.

- > Design Processes (Design Thinking)
- > Manage Processes (PBM)
- > Improve Processes (PDCAE, Lean/Six Sigma, DMAIC)
- > Managing the Human Side of Change(CAP)
- > Strategic Plan Deployment
- > Facilitator Training
- > Lean/Six Sigma Belt Training
- > Select and Align Measures
- > Project Management

EVOLVE: Begin to mature and integrate the organization by leveraging advanced tools and techniques to deliver not only improvement but innovation.

- > Customer Mapping
- > Design Bursts
- > Alignment Boards
- > Benchmarking
- > Baldrige State/Regional Application
- > Competency modeling
- > Value-based hiring
- > Leadership competency modeling

EXCEL: Deliver extraordinary (top decile) results through integration of measures and strategy. Enable sustainable, strategic improvement.

- > Baldrige National Quality Award Application
- > Advanced Data Analytics
- > Integrating results and strategy
- > Sustaining continuous improvement

Measurement, Analysis, and Knowledge Management

Performance Excellence Operating System (PEOS)[™]