



ANDREW MILLER ON SPEED

VOLUME 42, JULY 2012



IN THIS ISSUE
Have You Achieved Operational Excellence?

IN THE NEWS
Watch my new video series on Operational Excellence.

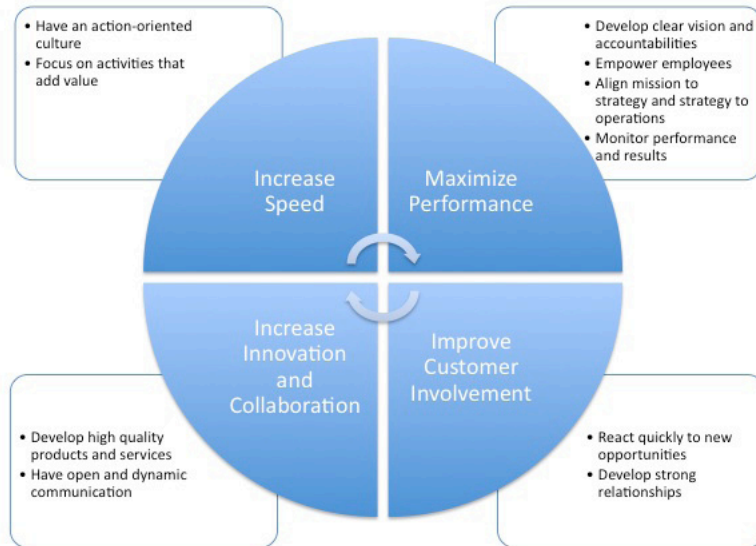
The quarterly electronic newsletter presented by Andrew Miller

My newsletter focuses on providing you ways to generate dramatic ideas and quickly improve the speed, performance and profitability of your organization.

Have You Achieved Operational Excellence?

Operational excellence means constantly pursuing ways to improve the way your organization operates. There are four key elements: increasing speed; maximizing performance; improving customer involvement; and increasing innovation and collaboration. The diagram below demonstrates how these elements fit together.

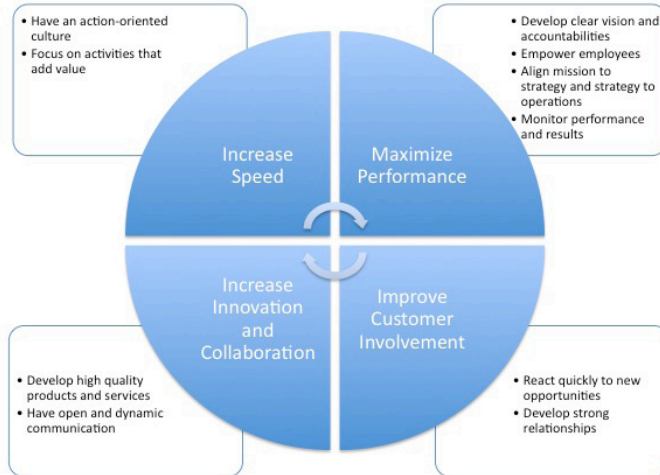
Operational Excellence





HAVE YOU ACHIEVED OPERATIONAL EXCELLENCE?

Operational Excellence



For each of these four elements, there are different actions your organization should undertake:

1. Empower your employees (and let them empower themselves) to make decisions to improve the way the organization operates

2. Develop high quality products and/or services and consistently enhance them or develop newer and better ones

3. Only perform activities that add value. You should be able to measure the role that every activity plays in contributing to that value

4. Create an action-oriented culture

5. Ensure you have a clear vision of the future and that everyone in your organization knows their accountabilities are to get you there

6. Be flexible enough to react quickly to market shifts or new market opportunities

7. Build strong relationships with customers and business partners. These connections will act as brand ambassadors and challenge your organization to improve

8. Tie mission to strategy, strategy to execution, and execution to operations

9. Promote open and dynamic internal and external collaboration and communication

10. Consistently monitor performance and results

How many of these actions is your organization currently performing?

Feel free to [contact me](#) if you would like to discuss how to make your organization an operationally excellent one.

