

The Path to Sustainable Performance: Our Diagnostic and Buy-In Framework

Based on Theory of Constraints (TOC) and Rules of Flow to deliver rapid, sustainable improvement through data-driven diagnostics and a psychological buy-in process.

STEP 1: THE DIAGNOSTIC PROCESS



Data-Driven Operational Understanding

We combine stakeholder interviews and intensive data collection to capture a comprehensive view of how work truly flows through our organisation, moving beyond anecdotal evidence.

Establishing the "Size of the Prize"

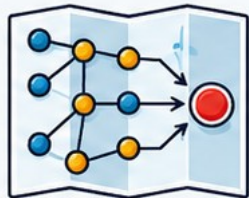
We quantify existing performance to create a detailed business case, outlining expected impacts and a costed proposal for pilot implementation.



Foundational TOC Training

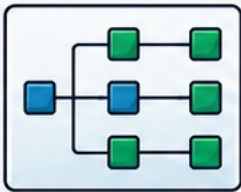
Overview of the 'Rules of Flow' ensure the core team understands the underlying principles of the Theory of Constraints.

STEP 2: STRATEGIC DELIVERABLES FOR DECISION-MAKING



Cause and Effect Mapping

A visual representation of current operational challenges, supported by evidence, to create a shared understanding of the status quo.



Future State Map

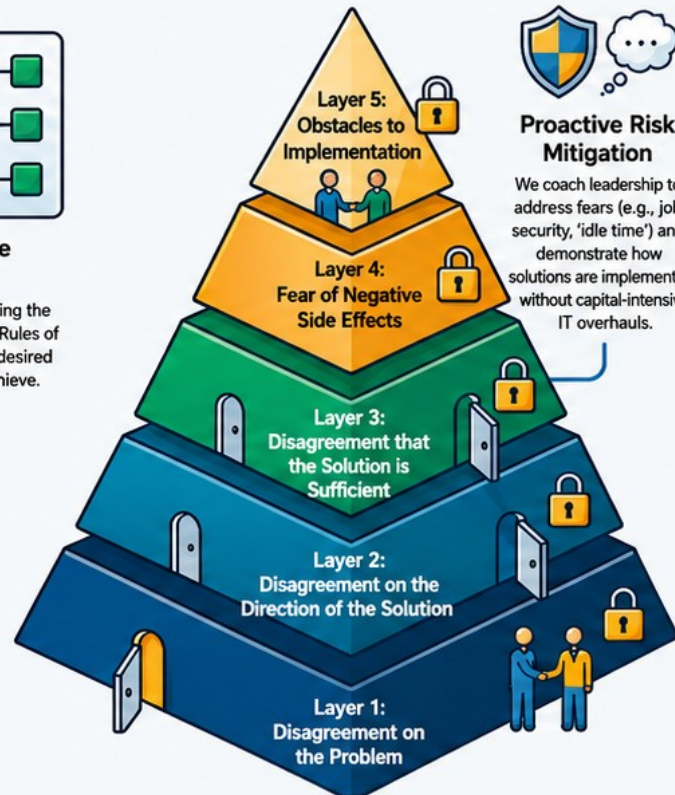
A strategic map outlining the implementation of the Rules of Flow and the specific desired effects we aim to achieve.



The Executive Brief

A distilled summary of findings and strategies for senior leadership to facilitate rapid, informed decision-making.

STEP 3: NAVIGATING THE FIVE LAYERS OF BUY-IN



Proactive Risk Mitigation

We coach leadership to address fears (e.g., job security, 'idle time') and demonstrate how solutions are implemented without capital-intensive IT overhauls.

Addressing Psychological Hurdles:
Our workshops navigate specific operational resistances sequentially, ensuring alignment at every level.

STEP 4: SHARED OWNERSHIP AND CAPABILITY TRANSFER



Our Role vs. The Client Role

We provide implementation expertise and solution architecture, while the client maintains strategic ownership and builds internal capability to sustain the system.



Establishing the Core Team

Success relies on a structured team of sponsors, delivery leaders, and internal capability consultants who learn the methodology through hands-on support.



Transitioning to Internal Ownership

Our ultimate goal: move from hands-on coaching to internal teams possessing the capability to maintain and extend the operating mode independently.