

Driving Operational Excellence: Governance, Roles, and Responsibilities for the Rules of Flow

THE SHARED OWNERSHIP MODEL



We provide the implementation structure and coaching, but the organisation must own the strategic priorities and operational outcomes for the transformation to succeed.

THE PARTNERSHIP FOUNDATION

LEADERSHIP-LED TRANSFORMATION



This is not a task to be delegated; it requires a visible mandate from the top and the active reinforcement of new flow-based behaviours.

THREE PHASES TO SELF-SUFFICIENCY



Designing the Flow System

Our engagement moves from designing to building internal ownership, ensuring the organisation can sustain gains independently.



Implementing in the Environment

Our engagement moves from designing to building internal ownership, ensuring the organisation can sustain gains independently.



Building Internal Ownership

Our ownership moves from designing to building internal ownership, ensuring the organisation can sustain gains independently.

SHARED OWNERSHIP MATRIX

	GOLDRATT UK ROLE	CLIENT ROLE
Programme Direction	Provide implementation expertise and structure.	Own strategic priorities and outcomes.
Operational Delivery	Coach, guide, and support execution.	Lead operational adoption and decision-making.
Capability Development	Transfer knowledge and operating disciplines.	Build internal capability and sustain improvement.
Long-Term Sustainability	Support embedding of operating principles.	Own continuous improvement and evolution.

RIGOROUS GOVERNANCE AND CONTROL



ONE-PAGE CHANGE CONTROL

We utilise a simplified, one-page process triggered only when changes to scope, schedule, or cost impact the projected benefits or return.



FOCUS ON RECOVERY, NOT JUST REPORTING

Governance is centred on delivery and active recovery against the plan rather than constant re-baselining or passive status updates.

ACCOUNTABILITIES: GOLDRATT UK TEAM



Programme Director & Engagement Partner

Accountable for overall delivery, senior stakeholder alignment, and the commercial health of the relationship.



Solution Architect & Delivery Lead

Responsible for the end-to-end design integrity and the orchestration of technical execution within the environment.



Capability Development Lead

Focuses on the training strategy to ensure sustainable client self-sufficiency and long-term adoption of the Rules of Flow.

ACCOUNTABILITIES: CLIENT LEADERSHIP STRUCTURE



Executive Sponsor (MD Level)

Provides the high-level mandate and visible commitment necessary to cascade the transformation throughout the organisation.



Outcome Leadership & Functional Leads

Directors of Engineering, Supply Chain, and Operations who align their departmental behaviours with the Flow System to drive results.



Internal Capability Team

A dedicated core team (typically 7+ champions) who provide hands-on support while absorbing the knowledge required for sustainability.