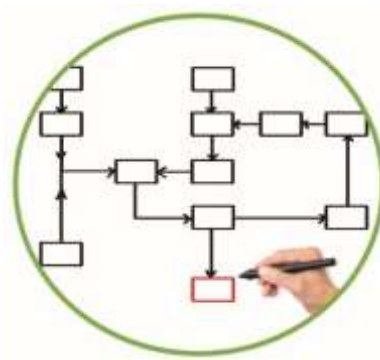




Operational Excellence Maturity Assessment



Version 1.2

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INTRODUCTION

Rethink OE is a leader in Operational Excellence, Continuous Improvement and Quality Management.

As a leader in Operational Excellence, Rethink OE is an ideal choice of partner to assist your organisation instil the cultures and operational disciplines required to reach new levels of operational, service and quality performance.

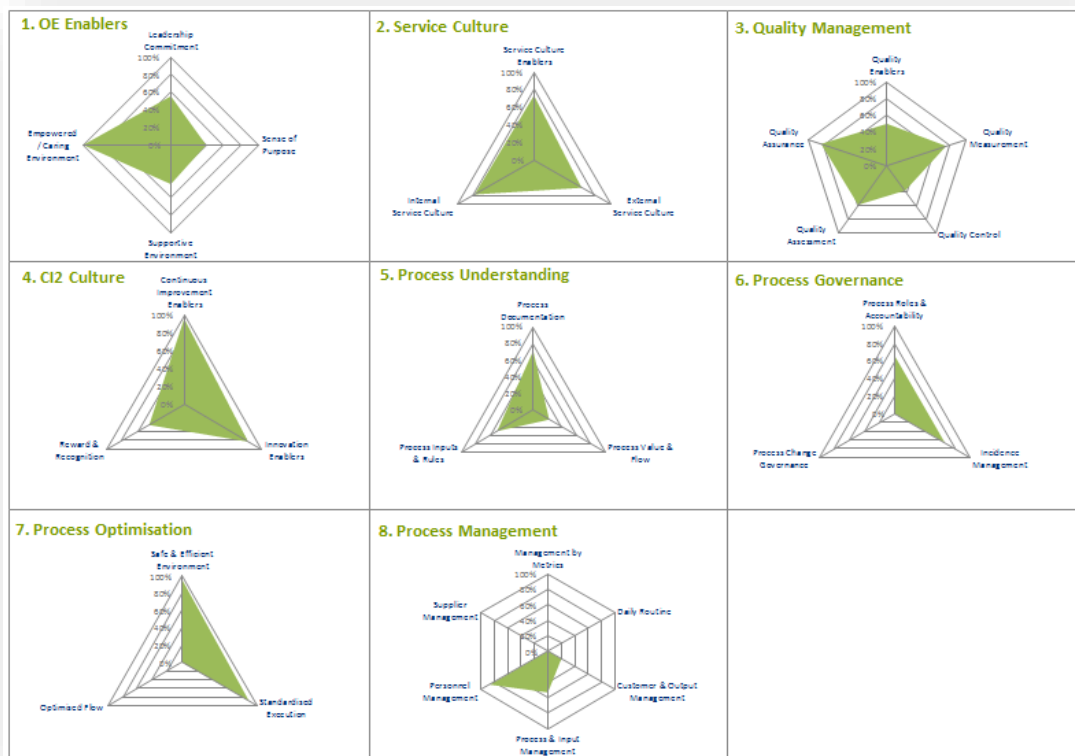
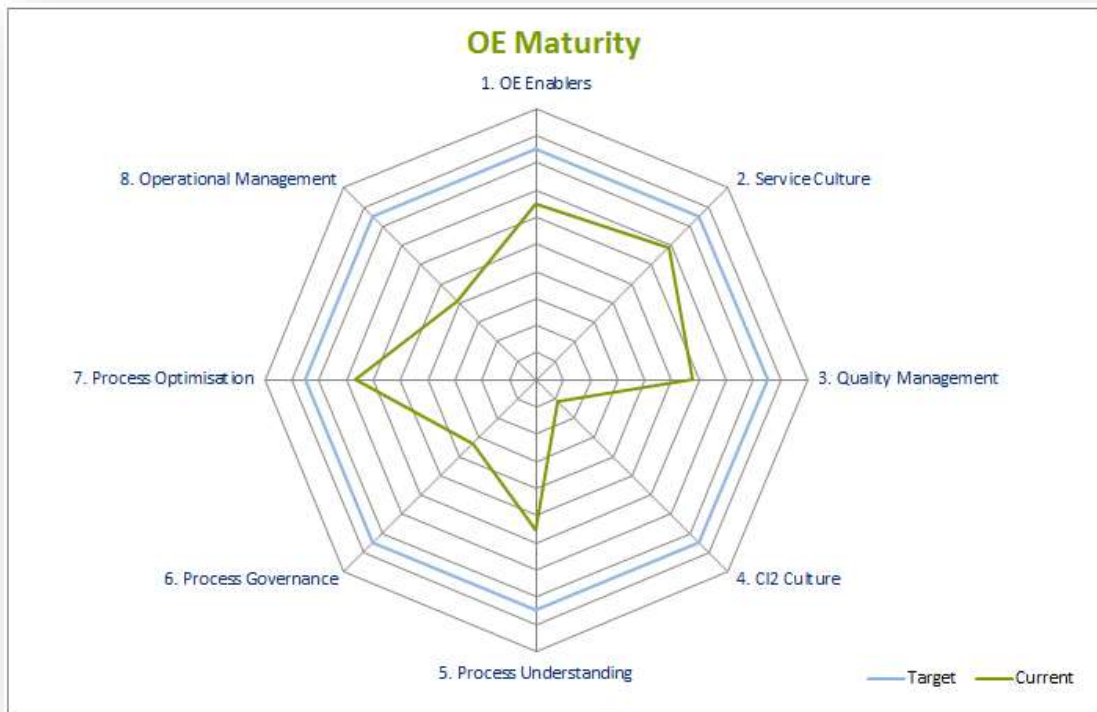
No two companies are at the same level of Operational Excellence maturity and it is advisable that Rethink OE does a detailed assessment of your organisation before structuring a programme to meet your unique needs.

The Rethink OE Operational Excellence Maturity Assessment Model has been carefully designed to assist Operational Excellence consultants gain a good understanding of your current operational strengths and improvement opportunities.

The OE Maturity Assessment contains:

- 8 OE maturity dimension
- 30 dimensional constructs
- 151 construct related questions

The results of the OE Maturity Assessment of graphically displayed on radar graphs. There is a radar graph for the overall OE maturity as well as a radar graph for each of the 8 OE maturity dimensions.



MATURITY DIMENSIONS

The OE Maturity Assessment tool tests the following dimensions:

Dimensions	Description
OE Enablers	This dimension tests the company's leadership style and how it creates an enabling environment where employees feel engaged and safe to challenge and improve the current way of work.
Service Culture	This dimension tests the strength of the company's internal and external service culture.
Quality Management	This dimension tests the strength of the company's quality management system and how it supports a strong quality culture.
Continuous Improvement Culture	This dimension tests the strength of the continuous improvement and innovation culture within the company.
Process Understanding	This dimension tests how well operational staff understand the processes on which they work.
Process Governance	This dimension tests if there is clear process ownership and accountability, as well as how well process changes are governed.
Process Optimisation	This dimension tests if processes are executed in a manner and environment that optimises efficiency and effectiveness.
Operational Management	This dimension tests how well the operational environment is monitored and managed on a day-to-day basis.

DIMENSION CONSTRUCTS

Dimensions	Constructs
OE Enablers	<ul style="list-style-type: none"> • Leadership commitment • Employee Sense of Purpose • Supportive Environment for Performance and Continuous Improvement • Empowering Environment
Service Culture	<ul style="list-style-type: none"> • Service Culture Enablers • External Service Culture • Internal Service Culture
Quality Management	<ul style="list-style-type: none"> • Quality Enablers • Quality Measurement Practices • Quality Control Practices • Quality Assessment Practices • Quality Assurance Practices
Continuous Improvement Culture	<ul style="list-style-type: none"> • Continuous Improvement Enablers • Innovation Enablers • Reward & Recognition
Process Understanding	<ul style="list-style-type: none"> • Process Documentation • Process Value & Flow Understanding • Process Inputs & Rules Understanding

Cont.

Dimensions	Constructs
Process Governance	<ul style="list-style-type: none">• Process Roles & Accountability• Incident Management Processes• Process Change Governance
Process Optimisation	<ul style="list-style-type: none">• Safe & Efficient Environment (5s)• Standardised Execution of Processes• Optimised Flow of Processes
Process Management	<ul style="list-style-type: none">• Management by Metrics Approach• Daily Team Leader Routines• Customer & Output Performance Monitoring & Management• Process & Input Performance Monitoring & Management• Personnel Performance Monitoring & Management• Supplier Performance Monitoring & Management

ASSESSMENT APPROACH

The Rethink OE OE Maturity Assessment is conducted on-site by one of our trained consultants.

The assessment consists of one-on-one interviews with staff and management as well as the review of supporting evidence.

It is essential for the success of the assessment that staff members are fully briefed on the purpose of the assessment. It is also important that the spirit of the assessment is understood by all staff. The assessment is conductive in the spirit of learning and is not to be seen or used as an evaluation of individual or team performance.