

Your Business Transformation Resource

Notes from DemSIG Sub-group Meeting, 23 Aug 2007

What this process is about

Whatever your present role, you can use this generic model, or parts of it, to improve your enterprise and create a long-term sustainable business.

You are encouraged to share your experiences and develop the model, making it available on the website. In it's current form, the model shows the continual relationship between the environment – which impacts on the societal influences & learning, itself influencing the company/organisation culture, which is the key influencer of whatever you are embarked upon.

Feel free to build your own model and engage with like-minded people.

- Change / Transformation
- Sustainable Organisational System
- Ask the right questions
- What this site is not
- Puts you at the centre to add to, develop and validate the current content
- Story board template (collection of feedback on people's use of the model – to update)
- Moderation of content
- Recognise that this stuff is a challenge
 - People are the biggest challenge
- What's the alternative model?
- Spreading the word

Multiple Entry Points

- Who are you? An Individual (someone who wants to learn and do)? A QM, Consultant, CFO, CEO, Quality professional, or someone new to this (Quality) business
- Where do you want to start?
 - Pictures or Words
- What's your interest?
- What's your pain?
- What do you want to improve?
- Are you changing something now?
- What sort of organisation?
 - Private,
 - Public (Education, Healthcare, Local & Central Government, Other),
 - Voluntary,

How did you get here? What was your route to this web site?

The following pages are for your review. They are my initial attempt to capture the essence of above notes in what could be the entry page(s) of the website.

Your Business Transformation Resource - Initial Ideas Based on Sub-group Meeting

Question: Are you looking to improve the way things are done in your enterprise*?

Maybe not the whole enterprise; unless you are the position to do so, but your part of it, or the part over which you have some influence.

Question: Do you see lots of opportunities to transform the way you and your colleagues work; to make it more *efficient, enjoyable, and enduring*?

efficient To stay in existence, enterprises of any type must continually strive to provide cost effective, error free products and services that meet ever changing customer demands.

enjoyable We all want to work in an environment that values our efforts and provides us with opportunities to grow and learn

enduring All stakeholders in an enterprise want to be assured that it has a sustainable long-term future

Question: Are you already engaged in a *transformation journey*, or are ready to take your first steps?

We believe that everyone in an enterprise – no matter what position they hold – can take a lead or be part of a transformation process. There is a body of opinion that says that all change must be driven, and executed, from the very top (“stairs get swept from the top down”). And yet experience shows that individuals can make a difference by using their drive and expertise to bring about transformation within their area of influence.

If you answered “Yes” to any of the above questions, then we think you’ll find this resource to be invaluable – a resource that you’ll turn to time and time again – no matter what type of enterprise you work in or what role you presently play.

For sure, this resource ***will not*** give you all the answers you’re looking for – it’s not intended to – but it will:

- *Help you to **Think*** through the most important issues
- *Prompt you to **Ask*** the most important questions,
- ***Signpost a way forward*** – a way that’s best for you and your enterprise
- ***Give practical, tried and tested support*** as you travel your ***transformation journey***.
- Challenge your preconceptions - with new ideas and approaches
- Encourage you to experiment, to share your lessons learned and practical experiences
- Above all, ***motivate*** you to get started – and to keep going when it gets tough

*The word ***Enterprise*** is used to describe any organisation, be it Private, Public (Education, Healthcare, Local & Central Government, etc.) or Voluntary

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What if you don't find what you're looking for?

What if the information doesn't fit your situation or your type of enterprise?

Then you are strongly encouraged to add to and help develop the material.

*You see, this resource has been designed to put **YOU** at the very centre – to put you in the driving seat – so if you wish to, you can share your lessons learned and your experiences and engage with like-minded people.*

You're at the centre of this resource website, so please tell us a little about yourself.

Are you a:

- CEO / MD
- CFO
- Business leader
- Quality professional
- Consultant / Advisor
- Academic
- Quality Manager
- Teacher
- Member of CQI?
- Other.



What type of Enterprise do you work in?

- Private company (Manufacturing, Service, Media, etc.)
- Public body (Education, Healthcare, Local & Central Government, etc.)
- The Voluntary Sector

What is your primary interest?

- Research
- Learning
- Doing
- Sharing

What's your pain?

- Tried and failed
- Can't get started
- Got bogged down

Are you changing, or trying to change, something now? What do you want to improve? Please give a brief overview.

How did you get to this web site?

- ?

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Where to start with this resource

You can start where you like – there’s no prescribed route. Everyone’s journey is different - you are where you are right now.

Some people prefer to read a lot (plan) before getting started, others prefer, or by necessity are forced, to get stuck in straight away.

To help you, we’ve developed a generic model that organises Etc. etc.

