

The 6 Biggest Blocks to Achieving Operational Excellence

OpEx is NOT a strategy. OpEx characterizes the methods and tactics a company uses to support strategy deployment. Any one of the following blocks will undermine the success of an OpEx initiative.

1

Management Failing to Understand How Operational Excellence Works

Management's inability to articulate for the organization what OpEx means and clearly communicate the operating system that will result in achieving OpEx.

2

Lack of Practical Skills in The Organization

Realizing Operational Excellence achievement relies on people understanding how to achieve excellence from the very top working downward. No skills = no results.

3

Focusing On Only One of Three Critical Elements

People must have skills, support, leadership, and feedback; processes must be made 'lean'; and technology is used to integrate and support people and processes.

4

Failing To Understand and Implement Sustainable Change

Sustainable change starts with a clear reason, and also requires a vision everyone can embrace, a means to measure success and the people with the requisite skills to support execution of the Vision.

5

Not Listening to the Customer and Monitoring Environmental Changes

Any attempt at OpEx realization will fail if it doesn't bring value customers care about, when they want it and are willing to pay for.

6

Allowing Divergent Ideas to Emerge as You Cascade the OpEx Approach

Failing to define and consistently communicate, update and reinforce knowledge and execution support for your OpEx vision and approach will result in failure.



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