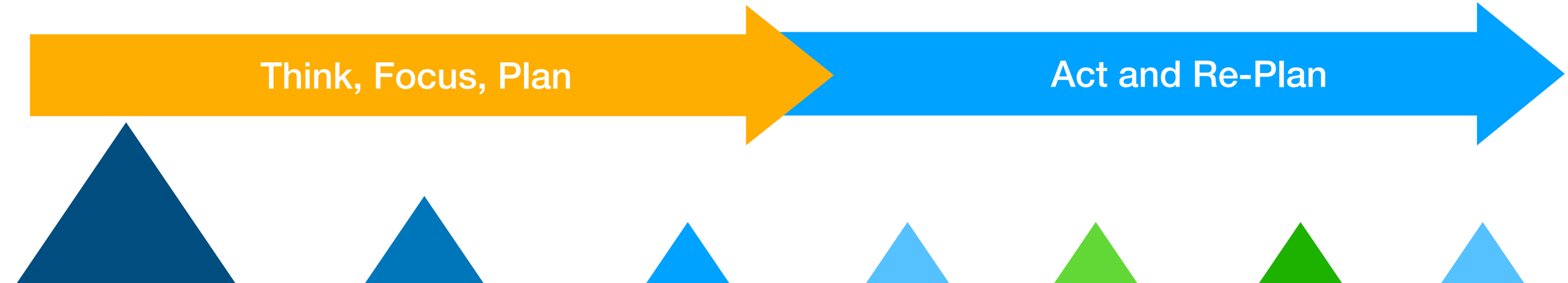
HuronAssociates
ACCELERATING ORGANIZATIONAL SUCCESS

Adaptive Management System Overview

The Adaptive Management System operates in two phases. In the first — Think, Focus, Plan — the leadership team builds a shared strategic and operational framework: aligning on mission and priorities, defining what success looks like, and establishing the KPIs and initiatives that will drive the business forward. In the second — Act and Plan — a disciplined business operating cadence of weekly, monthly, and quarterly meetings drives execution, surfaces problems early, and keeps the team learning and adjusting in real time. The ability to replan each quarter is what makes the Adaptive Management System adaptive. This allows you to realign toward your goals under changing conditions. Together the two phases give a leadership team both the architecture to scale and the rhythm to execute.



3-year Enterprise Strategic Planning

Value Proposition

Mission

Vision

Values

Balanced Scorecard Goals

- Financial
- Customer
- Operational
- Cultural

Strategy Development and Prioritization

3-year Measurable Objectives

1-year Enterprise Operational Planning

Enterprise Key Performance Indicators

- Financial
- Customer
- Operational
- Cultural

Customer Journey Mapping

Org Structure and Job Roles Definition

1 Year Measurable Milestones

Q1 and Q2 Short Term Improvement Initiatives

1-year Functional Operational Planning

Functional Key Performance Indicators

- Corporate Contribution
- Departmental Performance

Functional Short Term Improvement Initiatives based on Customer Journey Map

1-year Measurable Milestones

First Quarter Plan

Business Operating Cadence Software Onboarding

Enterprise KPI Targets

Enterprise Short Term Improvement Projects

Functional KPI Targets

Functional Short Term Improvement Projects

Org Structure Alignment

Weekly, Monthly, Quarterly Meeting Agendas Set

Weekly Meeting

Weekly Reflection

Headlines

Priorities and Commitments Status

Issues / Discussion / Resolution

Recognition

Meeting Evaluation

Monthly Meeting

Weekly Reflection

Headlines

Enterprise and Functional KPI Status Review

Priorities and Commitments Status

Issues / Discussion / Resolution

Recognition

Meeting Evaluation

Quarterly Reset

Look Back

- Accomplishment
- Misses

Look Up

- One-year Milestones
- Environmental Scan
- Customer Journey Map Review

Plan Forward

- Enterprise KPI Target reset
- Enterprise STIP Reset
- Functional KPI Target Reset
- Functional STIP Reset