



# UNLOCK ORGANIZATIONAL BLIND-SPOTS

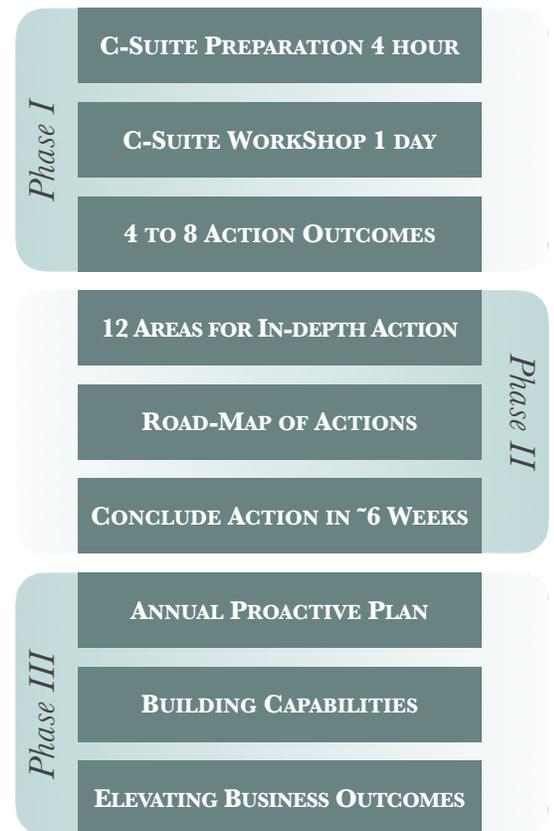


Spotting and remedying organizational blind spots is an ongoing effort. The environment evolves, and circumstances change. Nothing is stagnant in this world. If the processes and systems are not reviewed, they fall on the brink of lower relevance to the danger of operating at lower efficiency or become obsolete.

This engagement ascends in three phases — each phase more intensely, moving the maturity of going from reactive to proactive systems strength.

- **PHASE ONE** — Understand NUANCES and Decide Six Actions
- **PHASE TWO** — Identify and ENHANCE 12 Processes
- **PHASE THREE** — *Influence a Culture of Systemic Excellence*

**POTENTIAL OUTCOMES** — (1) Alignment among the Senior Leadership Team, Clearly identified core competencies, strategic advantages, strategic challenges, well understood and agreed customer segmentation, employee segmentation and so on (2) Reduced Turn Around Time, Improved Accuracy and Consistency in processes, Reduced costs, Improved Revenues, Improved Customer and Employee Engagement (3) Road map for Excellence basis the Health Check at an Organization Level, specific milestones achieved on the roadmap that help save costs, improve revenues, etc.





## PHASE-I

### *Organizational Characteristics and Business Imperatives*

This exercise opens the minds of the C-Suite towards an enhanced understanding of several key characteristics and factors of the strategic situation of the organization they lead. This engagement takes an investment by C-Suite members around four hours to prepare for the session and one day to attend the session. The Discovery phase proves to be enlightening and provides up to six vital, actionable outcomes for the C-Suite to improve business impact. The timeline to conclude this engagement is two to three weeks.

## PHASE-II

### *Identify and Improve 12 Key Processes*

Beyond the Discovery Phase and identified six areas towards improving the holistic, systemic organizational health, this phase is an interactive session to proactively have the members of the C-Suite voice the most problematic areas to be tabled. Up to 12 themes get identified for an in-depth review by experts. This engagement requires an investment in time from the C-Suite members to provide leadership, and the timeline to conclude this engagement is four to six weeks.

## PHASE-III

### *Towards A Culture of Holistic Systemic Excellence*

Having recognized the value that Phase One and Phase Two have provided, the value for a Holistic Systems Health Check will be relevant for long-term success. This engagement includes creating internal capabilities to recognize blind spots and a new conversation within the organization. A detailed roadmap based on Phase One and Two will be customized for your organization. The engagement from C-Suite will see the installation of a working org structure with clear roles and responsibilities to usher value from mitigating blind spots. This phase will entail teams working in groups tasked with action points to enhance and excel. The initiatives will have a bearing on strategic intent and business results. This engagement could be envisaged as a one-time exercise or an ongoing annual engagement. The investment from C-Suite is not separated from what they do in running the business. Leading from Phase one and Two — by this time, the maturity of engagement is infused into what the C-Suite performs its tasks seamlessly as everyday business.