

My Distinct Contribution



Engagement The Key To Sustainable Success



Key Area's

- Standards
- People
- Compliance / Process
- Customer Service
- Efficiencies
- Contribution Made

Financial / Performance Goals

- Agree contribution
- Agree responsibilities
- Agree time frames
- Share consequences of great performance
- Encourage every day
- Take time to review

Focus Area's

Customer Service

Develop process and awareness

Provide feedback

Develop individual capability's

Ensure “Experts” available

Agree improvement activities

Drive one vision one culture

Individual plans

Continuous Review & Action

- Agree review dates
- Daily / Weekly feedback
- Monthly / Quarterly review
- Address any shortfalls
- Celebrate success
- Cascade to all

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Management Through Engagement



Mark Williams

Business Improvement Management

**Delivering Operational, Strategic &
Commercial Business Improvements**

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