

Based on 6 dimensions and a series of well-defined questions, the OPEX Maturity Model identifies how good your organization or department is prepared to reach operational excellence. The model supports your organization in identifying the gaps and the possible measures to bridge them.

THE PROCESS DIMENSION

Your Operational Excellence journey starts with the 'Process Dimension': It is essential to manage all of your processes in a proper and continuous way and to ensure their governance.

THE RISK MANAGEMENT DIMENSION

Identifying, evaluating and managing all risks is a vital necessity, like driving eyes open to anticipate the dangers and be ready to avoid them.

THE PRODUCT DIMENSION

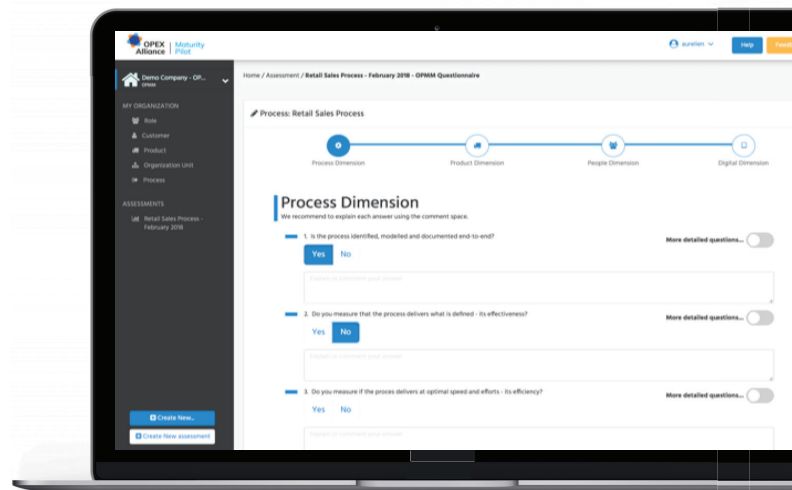
Every business, whether private or public, starts with a value proposition to its customers and/or citizens... This value proposition includes products or services, which should meet the expectations of the customer or the user. The management of quality and its criteria are an essential part of this dimension.

PEOPLE DIMENSION

Processes and organizations are managed and run by people. You need the right profiles and skills, the right number of them and watch over every change that influences the right deployment of people.

THE DIGITAL DIMENSION

Digitalization of process flows requires continuous attention and focus. Every opportunity must be studied and used. It is not only a matter of performance but also of being in line with the customer expectations.



THE CONTINUOUS IMPROVEMENT DIMENSION

Business environments, customer expectations, technology, etc. are continuously evolving. It is extremely important to create an organizational culture that embraces continuous improvement and actively involves everyone throughout the company.

Once you have diagnosed your organization's situation, you can start identifying measures and initiatives that will, once implemented, guarantee you a higher level of Operational Excellence.

The OPEX Maturity pilot brings the OPEX Maturity Model to life.

→ Map your organization landscape: processes, products, customers, people and business units.

→ Measure your maturity and identify the needs for improvements for each and every one of them.

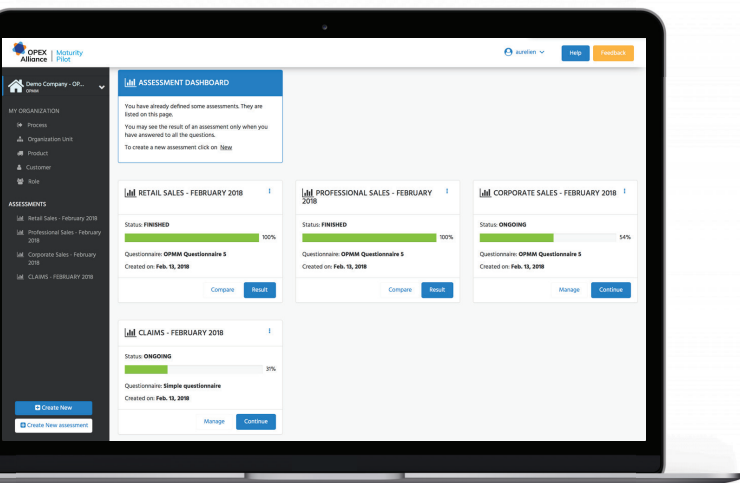
→ Compare results, define targets, measure the improvement of individual processes or entire business units.

Measure now; make improvements and compare your results to your goals.

MAP YOUR ORGANIZATION LANDSCAPE

Identify your processes, organization units, products & services, customer segments and staff roles in one click each. Link them together to build your own bird-eye 360° view of your organization.

Looks simple? In practice you will discover a lot of things that you don't know about your own organization.



ASSESS YOUR PROCESSES

Assessing is as easy as answering a few questions. But the sharpened questions require that you deeply understand what's going on at your place.

You may choose to answer 13 top-level questions to build your opinion. Or you may dig into an extended questionnaire on the topic of your choice. The approach is up to you.

Answer questions in the order you want, when you want. You may start today, think and come back tomorrow. The tool imposes nothing

and never gets in your way. You can do it on your own, or collaboratively with colleagues. Document your answers, note your thoughts. They will be useful later.

REVIEW AND IMPROVE

As soon as you have answered the questions, you get a graphical view of the result. Where are you strong? Where do you need to do better? Define your improvement strategy objectively, based on the measured weaknesses.

Be honest to get a real snapshot of where you are. The tool is not here to give good or bad marks, it's an eye opener to help you define your steps towards the better.

Assessment results are also available as PDF reports to put on the management's desk. It is a strategic communication tool across management levels.

GO ON AND MEASURE

Make your decision, implement your strategy and measure again.

Re-assess the same processes and compare today with yesterday. Measure the benefits of your actions on crystal clear diagrams.

The tool allows you to compare anything you want: different processes, different departments, different moments in the year. You may also define your targets and measure your progress. It's up to you and in one click.

