

# When Business Transformation meets the Road block of culture!

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# Who is Felicia Linch



# Session Objectives

**To:**

- ◆ Learn ways to enhance the LEAN Systems approach
- ◆ Identify key success factors in Business/ Organisational Transformation

Making it better!

# LEAN SYSTEMS APPROACH

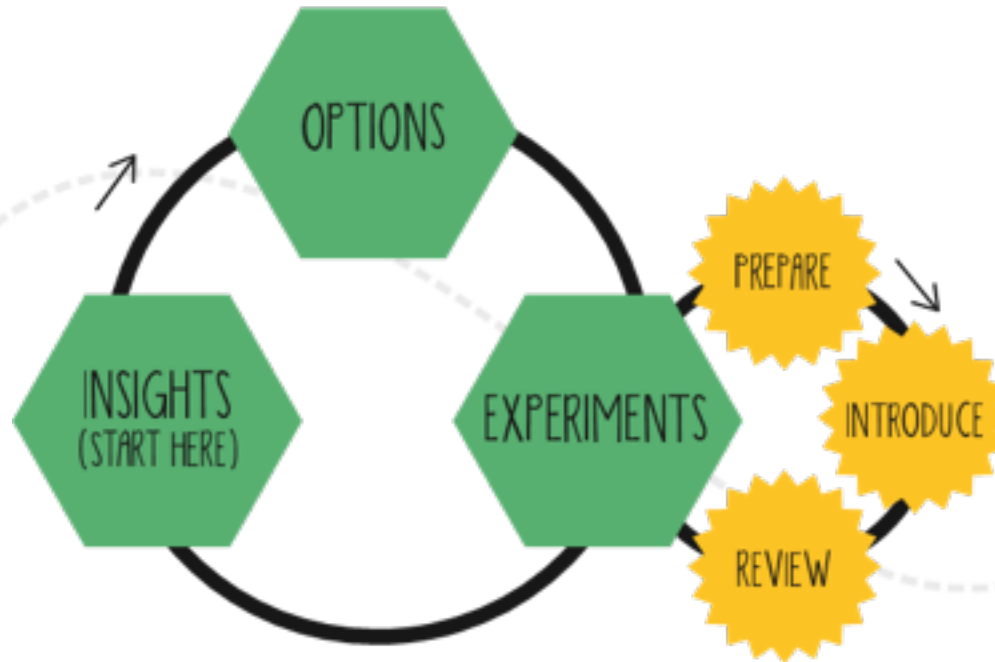
# The 7 Core Principles of LEAN

- 1. Creating Value**
- 2. Value Stream**
- 3. Flow smoothly**
- 4. Remove waste**
- 5. Manage by facts**
- 6. Involve the people**
- 7. Systematic Approach**

# Is anything missing from the 7 Core Principles?



## LEAN CHANGE CYCLE



Source: Lean Change Management - Jason Little

# Insights - Understanding the Current Context

## UNDERSTANDING THE THREE C'S:





“Culture isn't just one aspect of the game, it is the game.” - Lou Gerstner, former CEO IBM

# KICKING WITH THE ROAD BLOCK OF CULTURE

# What's the Big deal about culture?

Culture shapes who we are, the decisions we make and how we do what we do.

If you want to know what an organisation's values are - look at their culture.



*Source: Felicia Linch, KITCH Consulting & Coaching Ltd.*

## Exercise: Culture

In groups of 3 think about a time when you were leading a business transformation and kept coming up against the road block of a culture resistant to change.

- ◆ What did you do?
- ◆ What would you do differently?

**Time: 20mins**

# Case study: Public Sector Transformation

- ◆ CEO's (Leaders): Many promoted before they were fully ready
- ◆ Communication: Knowledge seen as power
- ◆ Culture: Traditional Public Sector Organisation

# Kicking the Road Block of culture

1. When theory/Best Practice is not working
2. Develop the Champions you need
3. Innovation in a culture of status quo takes conviction
4. Understand the cultural context
5. Be resilient
6. Create centres of excellence

# KEY SUCCESS FACTORS IN BUSINESS/ ORGANISATIONAL TRANSFORMATION

# Key Success Factors for Business Transformation

- ◆ **Define Business Transformation**
- ◆ **Align Business Transformation with Strategy**
- ◆ **Use a structured methodology**
- ◆ **Assess & develop capabilities**



Questions, Comments or Observations?



**Thank you for your participation!**