

# Sustaining Business Excellence



*Be the best: It's the only uncrowded market.*

# Challenge

- Modern programs shall not work in orthodox organizations.
- There is none, as yet, “One Size Fit All” solution.
- Management desires results beforehand, gurus are still out searching reverse processes.

There is no **Business Intelligence** without Data Integrity  #UtopiaWeb 



# The World

- Age of Chaos
- Volatile, Uncertain,  
Complex & Ambiguous
- Hyper-connected
- Dynamic in multiple  
planes, simultaneously
- Ambitious, Instant,  
Courageous



# Recipe

- Identify individual purposes and align these with shared purpose, build strengths to execute it.
- No one can be good at everything and you are not an exception. It's Okay (perhaps imperative) to chose to be bad in the service of good, without being apologetic about either.
- Know the truth, advertise the truth and act on the truth.
- Management commitment is a must but do not take it for granted
- Benchmarks: Continually Move
- Focused Engagement & Efficiency & Effectivity for WOW Experience
- Listening: Core Competence & MAJOR KPI
- Relentlessness, Paranoid, Persevere, Patience for action & outcome.
- Efforts are important but results matter.
- Prepare, Manage Perceptions & Earn Credibility, Everyday.

*EXCELLENCE is not a "long-term" "aspiration." EXCELLENCE is the ultimate short-term strategy. EXCELLENCE is ... THE NEXT 5 MINUTES.\* (\*Or NOT.) Tom Peters*

# Execution

- Assess, analyze, implement, reassess, reanalyze but do not re-implement.
- Engage Stakeholders: Cynic, Over Eager, Pusher, Naysayer.
- Invoke Psychology:
  - Why we do what we do?
  - Why we behave the way we behave?
  - What drives us and why the same factor does not drive all in any organization?
  - People are generally good, sincere and aspirational.
- Focus on Characteristics & NOT on Characters
- Attach Pride: Harley Davidson is a “Way of Life” that happens to make motorcycles & Rolls Royce “Runs on Trust”.

*“Hard things are hard because there are no easy answers or recipes. They are hard because your emotions are at odds with your logic. They are hard because you don’t know the answer and you cannot ask for help without showing weakness.” — [Ben Horowitz](#),*