Charting the Course

"new" business model

Ldrshp

Developing Vision, Strategy & Plan

Manage Performance

Enterprise

Understand Users & Markets

Products Developed & Launched

Services Developed & Launched

Products & Services Merchandised

Products Sold

Services Sold

Product Orders Fulfilled

Service Orders Fulfilled

Invoice & Service

Products & Services Life Cycle Managed

Enabling

- Research & Capabilities Developed (I.e., Domain Research, New Materials & Processes)
- Ventures, Acquisitions, & Alliances Established & Implemented
- Information Technology Developed & Managed
- Financial Resources Managed
- Facilities & Applications
- Internal & External Relationships Managed (I.e.Human Resources, Communications, Legal)

Orders Fulfilled

Sales Services

MFg

Distrib

Performance Mgmt Council
Monitors strategies & goals relevant to both external view and internal

Process Management Team(s)
Monitors process performance to ensure corporate strategies and goals are met

Functions or Departments
Provide the skills sets and capabilities to ensure the processes are performing

Employees
Ensure that ROIs are aligned with department, process, and corporation.

developed with:

Steelcase

Horizontal Business System

Development and implementation of knowledge, skills, tools, techniques and systems to visualize, measure, control and continuously improve processes to meet customer requirements and profitability.