



## PDL Process Design and Management Methodology

### Key Differentiators:

- Simultaneously addresses the planning and management of the process – the key to sustaining the improvement results.
- Effective Process Framework - Because we understand the finite set of variables that impact process performance our analysis and redesign will address the full set. So many methodologies/efforts out here are only addressing a single component (the process flow).
- Should Strategy Methodology – The transition from the analysis of the “is” process to the design of the “should” process can be most difficult for design teams. Our methodology systematically drives to first a set of comprehensive set of should design specifications then to the first level of process design. The process is designed to spec – no magic, and it is not left up to brainstorming.
- Should Design Methodology – Makes breakthrough design more likely in three ways:
  - Employs our structured “Could-Be” exercise that results in creative rethinking of the process
  - Employs the discipline of design the “what” first, then the “how”, and only considers the “who” last – challenging organizations to rethink the white spaces and roles in the organization, encouraging the reduction of hand-offs
  - Employs extensive use of testing techniques to ensure the redesigned process will work in the real world once implemented.
- Implementation Preparation phases (3.2 and 3.3) – as a result of Phase 3.2 the organization will have selected an implementation strategy that is appropriate for their level of readiness to make the changes and the level of disruption that implementing the changes will cause. As a result of phase 3.3 the organization will have a robust detail implementation plan – including all tasks, roles, milestones, and interdependencies – and a infrastructure to allow for a managed implementation.
- The toolset and methodology drives the design down to the job and technology levels – where ultimately it must be implemented. Nobody understands better the dynamics of the human and enabling performance system and how to effect change at these levels.
- Scalability of the methodology – Easily modified to apply at all levels of process design.
- Addresses Change Management aspects in every phase
- Super charger sessions – A series of three sessions with design and implementation