

## Performance Management Basics For Operations Leaders



2 hour  
Live  
Online

### Awareness Workshop



### In Company Session

No matter how good you are today, striving to do better is an essential part of being competitive. There is always a next step on the improvement ladder. Despite that, over 69% of manufacturers rate their current Performance Management process as not fit for purpose. For example, a recent review of an organisations tiered performance management process revealed how they used 14 separate spreadsheets to prepare for the daily management information cascade and yet despite the resource that it soaked up, some issues were never fully resolved and resurfaced repeatedly.

This short on line awareness workshop provides an insight into how award winning and well respected organisations ratchet up performance through Performance Management processes that:

- Raise operational resilience and release time to proactively adapt to changes in new products, technology and statutory legislation.
- Develop shift/area team capability to manage routine tasks, releasing management and specialist time from day to day activities.
- Deliver the insight and learning that underpins year on year improvement in effectiveness.

**Learn** what it takes to manage workflow simply and effectively

**Understand** how to capture lessons learned and improve practices as part of the routine

**Know how** to create a leadership agenda that engages front line teams with delivering year on year performance improvement

**Be able to** raise standards and lock in improvement gains

## **Course Title: Performance Management Basics for Operations**

### **Leaders**

**Location:** Online Live

**Cost:** £250 for 2 to 8 delegates plus VAT.

Includes a delegate workbook covering preparation, agenda topics, exercises and key learning points.

### **Why attend?**

This awareness session sets out the building blocks of effective Performance Management and the road map to industry leading levels of performance.

This course material includes a self assessment diagnostic questionnaire and analysis report to help delegates to:

- Identify current areas of strengths and weaknesses
- Highlight priorities for attention
- Set out next steps for senior managers, functional heads and front line teams to progress towards higher levels of performance.

### **Who should attend?**

The workshop content is designed for those faced with the challenge of improving Performance Management added value. That includes:

- ⇒ Business Sponsors and key managers
- ⇒ Production and Maintenance leaders
- ⇒ Operations and Support Personnel
- ⇒ Change Agents and CI Facilitators

## **Agenda**

### **Introduction**

#### **The Performance Management Glide Path**

- ⇒ Understanding performance drivers and assessing potential
- ⇒ Setting Realistic and Achievable improvement targets
- ⇒ Aligning cross functional priorities

#### **Performance Management Review and Action**

- ⇒ Performance enablers
- ⇒ Area management best practice Models
- ⇒ Managing future performance

## Raising Performance Standards

- ⇒ Real time workflow and Normal Conditions
- ⇒ Creating organisational muscle memory
- ⇒ Early warning feedback

## Finding Answers That Matter

- ⇒ Understanding cause and effect
- ⇒ Establishing a creative pressure for change
- ⇒ Coaching teams to develop effective solutions

## Locking in the gains

- ⇒ Dealing with the causes of recurring problems
- ⇒ Understanding the wiring up behind behaviours
- ⇒ Self Managed Teamwork

## Setting the Leadership Agenda

- ⇒ Priming the “Engagement” pump
- ⇒ Cultivating a sense of pace
- ⇒ Developing capabilities to meet future business needs

## Review of the Workshop

- ⇒ Benefits, Concerns, Next Steps

## Led by

### **Dennis McCarthy** - DAK Consulting

Dennis began his career as an industrial engineer progressing into general management and director level roles. As a consultant he has helped well- respected and award winning organisations to accelerate the pace of improvement. This includes support for internal teams meeting challenges ranging from underperforming assets to company-wide multi-site transformation programmes in Europe, Australia, USA, India and China.



# Training Workshop



## Course Booking Form

<p><b>Online Live Training Workshop</b> <b>Performance Management Basics for Operations Leaders</b></p> <p><b>Date: To suit</b></p> <p><b>Timing</b> 10:00 to 12:00</p> <p>Timing can be adjusted as required</p>	<p><b>Workshop Fees: £250 Plus VAT</b></p> <p>Payment is required prior to the course date.</p> <p>Cancellation charges apply.</p>																		
<p>Complete and return this booking form to <b>DAK Consulting, Chiltern House, 45 Station Road, Henley on Thames, RG9 1AT</b></p> <p>Or contact <b>Nadine Edmonds</b> on Tel: +44(0)1491 845504 Nadine.edmonds@dakconsulting.co.uk</p> <p><b>Payment</b> can be made by:</p> <ol style="list-style-type: none"><li>1. attaching a cheque made payable to "DAK Consulting"</li><li>2. requesting us to invoice your company against purchase order number: _____</li></ol>	<table border="1"><tr><td data-bbox="858 819 1129 869">Name</td><td data-bbox="1137 819 1479 869"></td></tr><tr><td data-bbox="858 880 1129 929">Position</td><td data-bbox="1137 880 1479 929"></td></tr><tr><td data-bbox="858 940 1129 990">Company</td><td data-bbox="1137 940 1479 990"></td></tr><tr><td data-bbox="858 1001 1129 1050">Address</td><td data-bbox="1137 1001 1479 1050"></td></tr><tr><td data-bbox="858 1061 1129 1111"></td><td data-bbox="1137 1061 1479 1111"></td></tr><tr><td data-bbox="858 1122 1129 1171">Post Code</td><td data-bbox="1137 1122 1479 1171"></td></tr><tr><td data-bbox="858 1182 1129 1232">Telephone</td><td data-bbox="1137 1182 1479 1232"></td></tr><tr><td data-bbox="858 1243 1129 1292">Email</td><td data-bbox="1137 1243 1479 1292"></td></tr><tr><td data-bbox="858 1303 1129 1350">Notes</td><td data-bbox="1137 1303 1479 1350"></td></tr></table>	Name		Position		Company		Address				Post Code		Telephone		Email		Notes	
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