

CONTINUOUS IMPROVEMENT CULTURE DRIVES SUSTAINABLE SUCCESS



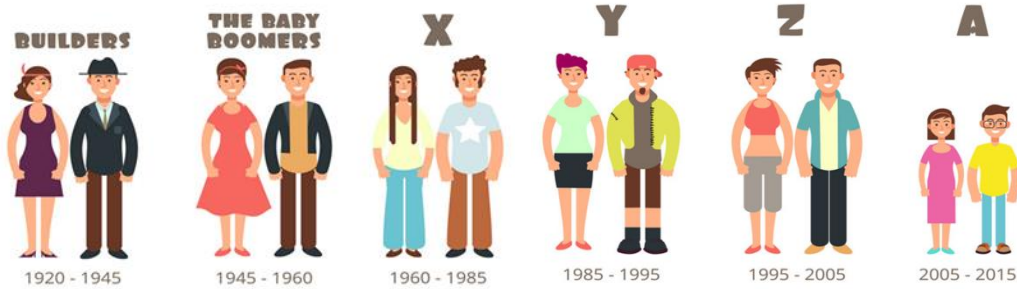
More today than ever, having the right culture is seen as a critical key to business success and organisational harmony. In the blog we delve into gaining understanding of business cultures, how to change, evolve & develop performance cultures and the importance of maintaining the right culture and ensuring culture fit for growth.

Milestones focus is all about 'Building Business Performance' and our focus areas are Business Strategy, Organisational Performance and Enterprise Value Growth, and for the last 15+ years I've been pulled into businesses by owners and directors to; "sort out the mess", "get our strategy working", "get sales working better", "help us drive growth", "make us more efficient", "get my business working properly"... I could add another 30 or so quotes here but you get my drift.

...that seems to exist in many organisations between SMT and the rest of the business. So when it comes to all of the triangle above, but critically culture, you don't want them wearing this t-shirt do you?

Different generations all pulling in the same direction

One of the big wins here is the fact that Generations Y (born between 1985-1995), Z (bb 1995-2005) and our Gen A's (bb 2005-2015), are all to a person focused more on personal and professional development, on doing things well that will benefit other and society and all well before personal rewards. So attracting and retaining staff is going to be harder and harder is the culture isn't what it needs to be for them.



The great thing is that for the older generations such as X (bb 1960-1985) and the Baby Boomers (bb 1945-19-60), then a 'Performance Improvement Culture' will deliver to their needs as well, as there is no doubting the financial effects of getting it right in this way.

Milestones six Acid Test questions

So, a bit of an acid test that I like to use with business owners, leaders and management is; can you answer YES to all of these six killer questions...

1. Do you have a clear and documented strategy?
2. Have you identified your critical success factors (CSFs), in all areas and at all levels?
3. Have you turned your CSFs into performance measures?
4. Are you carrying out team based performance reviews each month for all CSFs?
5. Is continuous improvement geared to improving CSF performance?
6. Is your company earning the maximum profits it can from its resources and its' know how?

... and if you can't then think about what can be done to make your business better, and how a focus on improvement could transform performance for your business, be that; bad to poor, poor to average, average to good, good to great or great to excellent. If you can answer these 6 questions positively, then you're culture is likely fit for purpose and NOT holding the business back in a meaningful way.

Continuous Improvement Culture

Real success follows where a business is to a point where all stakeholders are focussed on quality and excellence, one where people ask themselves regularly how they can improve what they do, how they can reduce waste, how they can add more value... then we really have something special. That culture of Continuous Improvement can and should be supported by some slick measurement management to help everyone focus on a Plan, Do, Check Act approach to working.

In summary, a Performance Improvement Culture is one that involves all the people, where we measure the important stuff that we do, we act to improve which in turn motivates the business and its people giving us that big win of a culture that is focussed on **continuous performance improvement**

