

# Towards Excellence

... transforming from  
good to great

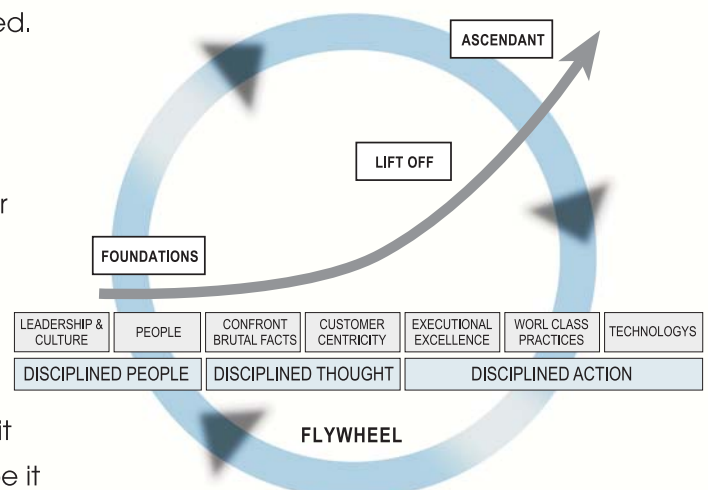
## A systematic way to build a high performance workplace:

- Do you think you are not achieving your potential?
- Do you need to improve productivity, customer service and / or the bottom line?
- You feel you have plateaued and struggling to break through?
- Are you under pressure from competitors?
- Have current initiatives stalled or fizzled out?
- Do you face the frustration of the knowing - doing gap?
- Do you want to achieve a higher level of performance and greater margin?
- Do you wonder why only 0.4% of organisations scale up to over \$10m?

Great companies have a higher return than the average company. This programme is a systems based approach to build a high performance organisation that is comprehensive and tailored to your needs. It provides systems and practices that allow your organisation to grow, innovate and build capability for the short and long term. It is based on research and extensive experience from leading global organisations as well as SME's that needed breakthrough strategies to realise their potential.

## Organisation success is dependent on an integrated set of capabilities:

- Level 5+ Leadership - inclusive, focused and determined.
- Right people on the bus committed to the purpose.
- Constructively confronting the brutal facts.
- Customercentric strategy - one that understands and provides services and products that exceed customer expectations.
- Executional Excellence - alignment between strategy and action is crucial to success.
- World class practices where the organisation is exceptional at those competencies that differentiate it from its competitors and are continuously improving, be it functional, continuous improvement or design practices.
- Technology - all companies need technology from the hardware to intellectual and the digital technology that is disrupting some many business models in today's environment.
- The flywheel - a persistency to increase the speed and be more agile and responsive. The flywheel spins forward reaching unstoppable momentum. It is this persistent focus moving forward an ever-faster speed that underpins the transformation through the 5 capability levels. The organisation grows to a level of consciousness, makes it ascendant and able to outperform its competitors.

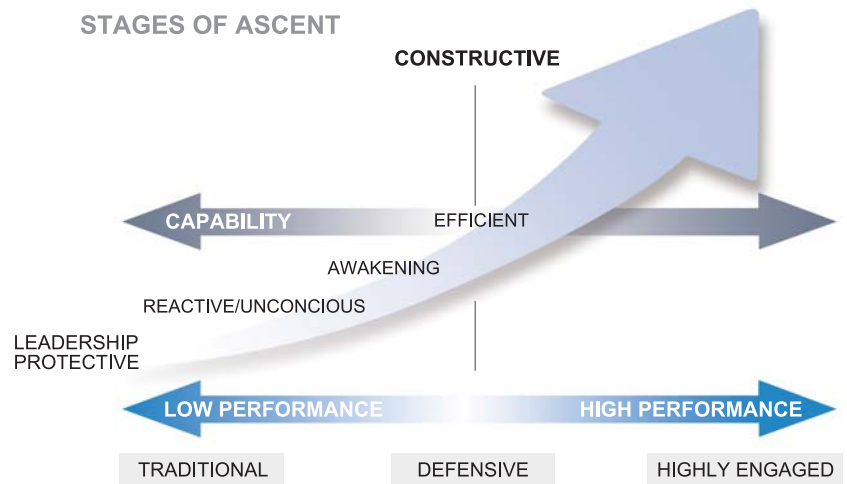


## The strategic framework that builds capability and ascendency

Our experience is that if these pillars are systematically addressed and strengthened then high performance evolves. The organisation grows to a level of consciousness and is able to outperform its competitors.

The organisation constantly thinks differently and understands the needs of the customer and the environment in which they operate. The organisation is agile and adaptable to volatile and ambiguous environments and has:

- A leadership capability conscious of the environment and willing to interact and respond appropriately.
- A culture that is constructive and engaging.
- Organisation is designed to its strategic intent.
- Staffed by competent and capable people. A very systematic people management system.
- A strong focus on executional excellence.



### What is the Towards Excellence difference?

- 1 . Integrated but modular.
- 2 . Designed and implemented to your needs.
- 3 . Focused on action learning and continuous improvements.
- 4 . Integrates with other initiatives but identifies and addresses gaps.
- 5 . Engages everyone in the journey.

### Why should your organisation choose Towards Excellence®?

Organisations are faced with an overwhelming amount of input about "world class organisations". Whether this is referred to as *Good to Great* or In *Search of Excellence* or just case studies - these examples often describe end state and not the journey. Organisations have tried numerous approaches including Business Excellence, lean, design, innovation, values driven. However copying frequently leads to frustration.

These approaches are good but they take place within a system and therefore require a systems approach to realise their full potential. There has to be a better way.

Organisations need building blocks to high performance - a strategic framework that builds both performance and capability. It is an evolutionary process, an approach that provides direction, certainty and feedback. It is about "doing things right" as well as "doing the right thing", being proactive and adaptive to new ideas and responsive to changes in the environment in an increasingly complex world with unprecedented change. There is a need to get the flywheel turning at an ever-increasing speed.

## YOUR STRATEGIC EXCELLENCE PARTNER

Towards Excellence helps organisation leaders trapped in business-as-usual, cut through the noise, to achieve real results. It helps focus on the critical few components that drive organisation growth and thrive through change.

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