



# The ASQ Golden Gate Section and Tor Consulting

Proudly invite you to attend the Work Shop

## " Creating a High Performance Organization " Translating Plans into Measurable High Performance

**Thursday, May 22, 2008 - 4:30 to 8:30 pm**

SCOTT'S SEAFOOD, Jack London Square, CA 94607 – 510 444-5969

### Work shop Highlights

One of the main reasons strategic and operational plans fail is because of a failure to execute. Even if you use the best of Six Sigma, LEAN and Project Management Office, the odds are you won't succeed because your plan wasn't executed.

Businesses in the healthcare and financial industries are especially in peril. Hospitals, medical device manufacturers, pharmaceuticals and biotech face government scrutiny, intense competition and a tight workforce. Financial industries like banking now face these same constraints. If you work in these industries you have to know how to build and nurture a culture of high performance.

There are at least six steps in creating a high performance organization. We'll briefly discuss each step, but we will focus on how to successfully execute your plan or process, translating it into actions that can be measured, monitored and managed.

What you will learn in this workshop has been used to successfully execute the strategies of banks and hospitals, manage the manufacturing of medical devices and monitor the expansion of financial services. You will see examples of strategic success in large organizations and small departments, success in quality control, success in customer responsiveness, and in handling project management risk. From what you learn before dinner and practice after dinner you will see how to:

- Identify objectives that drive success
- Select the "critical few" metrics that must be measured
- Identify the initiatives and managers to execute your plan
- Use scorecards and dashboards to track and monitor progress

Examples of the types of real-world examples you will see are:

- The Strategy Map, Balanced Scorecard and metrics for Western Australia's most successful elder-care and hospital system (more than 1,000+ beds)
- A scorecard that shows at a glance a hospital's clinical quality progress on 18 Joint Commission (JCAHO) requirements
- An international pharmaceutical sales and clinical trial forecasting dashboards
- The "next generation" project management dashboard being tested by one of the largest project management organizations in the US, more than 2,300 on-going projects
- A Pareto dashboard that quickly pinpoints the most critical support issues out of thousands of incidents

You will take away templates, checklists and lists of metrics that have proven high value. Many attendees have said the lists of metrics alone were worth attending the workshop.

The evening will be divided into two parts. Before dinner there will be a demonstration of the processes, case studies and examples. After dinner you will put to practice what you've learned. If you come with a

team from your organization you can work with an operational plan or process you bring. (Please do not bring proprietary information.) We will also have a healthcare and financial case study available to work on if you don't bring your own plan or process.

Bring your team. Bring your plan or process. Bring your energy.

## Speaker's Background

Ron helps organizations create a culture of high performance. His clients are able to translate strategic and operational plans into measurable high performance.

Ron has a deep understanding of business strategy, drivers and analytics. Ron also brings a technical perspective to his engagements. He built one of the first Windows-based Executive Information Systems for a global pharmaceutical company. He was one of Microsoft's first consulting partners and has written four international best-selling computer books with almost four million copies in print. Ron has founded or co-founded four companies, two of them high-tech startups.

His credentials include:

- MBA Marketing/Finance, Highest Honors from Hardin-Simmons University
- MS Physics, The Ohio State University
- Six Sigma Black Belt, Villanova University
- Training by the Institute of Culture Affairs as a strategic facilitator

Ron's clients range from the world's largest organizations to departments and start-ups. Some of his most recent clients include:

- Medtronic
- Bethanie Group (Western Australia's largest elder care and hospital group)
- US Army Corps of Engineers
- Naval Undersea Warfare Center
- Heartland Communications (consortium of San Diego's 16 fire departments)

## Agenda:

4:30PM – 5:00PM -- Welcome/ Networking  
5:00PM – 6:30PM – Work shop  
6:30PM – 7:30PM – Dinner/ Networking  
7:30PM – 8:30PM – Work shop (Continued)

**Menu:** dinner choice of;

- Shiitake Crusted Chicken -
- Scott Seafood salad
- Stuff Portobello

*And* CHEF'S SPECIALTY RUM CAKE with ice cream - Coffee, Decaffeinated Coffee, Tea

## Cost:

\$35.00 registered prior to 05/18/08  
\$40.00 walk-in.

Please send your registration to "ASQ Golden Gate Section" to ASQ0618, P.O. Box 360985, Milpitas, CA 95036-0985 on the internet at: <http://www.acteva.com/booking.cfm?bevalD=153497>

For a better headcount, email [darrell.belt.b@bayer.com](mailto:darrell.belt.b@bayer.com) or/ and [BChatterjee@pharmatechassociates.com](mailto:BChatterjee@pharmatechassociates.com) for reservation.