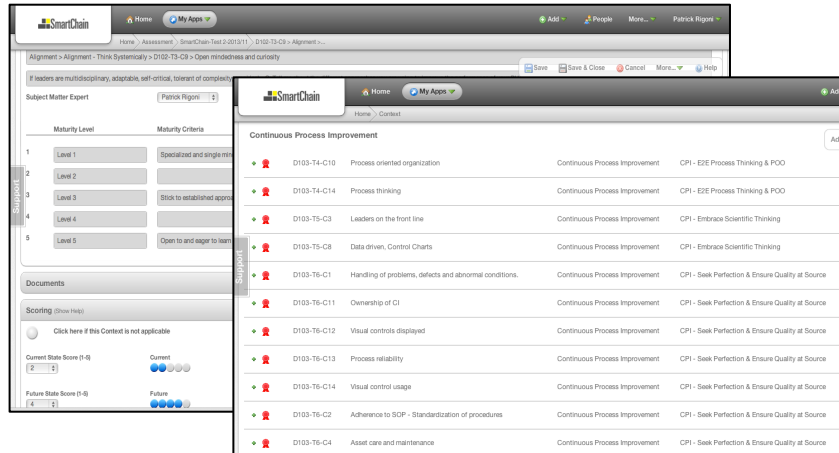


Organisation Capability / Continuous Improvement Culture Assessment



Approach:

- The first step was to analyse the existing cultural standards in the company (HR, OpEx)
- Next we developed an organization maturity assessment that included internal standards as well as internationally recognized standards.
- A small team of SmartChain and Corporate staff carried out on-site assessments through observation of activities in the workplace and a series of 1:1 interviews with local staff at all levels and functions.
- Local leadership received on-site feedback and a written review detailing the areas of good practice identified, gaps and risks. Specific actions were recommended and built into local action plans.
- Corporate functions received high level summaries.

Client Context:

- The client, a multi divisional pharmaceutical company, wanted to assess the organization readiness for the challenges of the 21st century.
- After almost a decade of training in operational improvement methodologies, there was the feeling that the right mind-set was still not fully part of the DNA of the company.
- Since the presence of an operational excellence and continuous improvement culture was key for the achievement of the next generation of targets, we were tasked to determine the current situation, identify gaps and provide guidance for closing them.

