



## Tricordant Menu of Whole System Interventions

| Intervention                              | Nature  | Benefit   |
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| Site Level Mapping - Whole Systems Health | Tricordant provides a team of 2 to 3 consultants to map the systems and processes across the site. This process can build on any previous mapping done for Lean or other purposes. The intervention reviews the dimensions of wholeness through analysis of: a) nature and rhythm of product flows; b) whole work units and significant events; c) the right human scale of organisation; d) right measures, to previously mapping exercises. It maps both the hard manufacturing processes and the engineering, product development and support processes.   | Provides a detailed map and analysis of the systems level issues blocking improvement for a whole site. Identifies sources of hidden cost and waste. Lays the foundation to plan a campaign to systematically address the issues identified through the right mix of interventions below.   |
| Tricordant Development Workshops          | <p>These bring the key stakeholder from a specific area or business process into a room, teaches them the thinking and tools needed to understand their area as a whole system.</p> <p>Uses the tools to work through the issues in their area and develop an improved whole systems model.</p> <p>A number of these development workshops would normally be planned in association with the Site Level Mapping intervention above. A Tricordant consultant would then bring pre-prepared whole systems maps of the area for review and working on. This is the link between the data gathering, modelling and the uptake of the ideas by the site.</p> | <p>The key benefit is that the local whole system is in the room.</p> <p>The structured nature of the exercises and the tools give them a way of seeing the root of the issues.</p> <p>Improvements are developed in the light of knowledge of the detail.</p> <p>Solutions are owned by those that develop them, which speed up change management.</p> |
| Tricordant Rapid Improvement Events       | These are stand alone interventions to look at specific issues. The format is essentially similar to the development workshops above in that a Tricordant consultant will gather whole systems data around the change area. The stakeholders in the room use whole systems tools to flush out the whole systems issues around the area being improved. The emphasis here is however on quick analysis followed by immediate implementation of quick-hit changes with parties agreeing to a list of follow-up actions.   | This generates quick wins and an improvement action plan. It works on the whole systems issues around the problem area. Solving these delivers quick cost benefits and sets up the team for further continuous improvement.   |
| Internal Facilitator Training             | Three-day internal facilitator training courses are designed to take nominated internal 'Wholeness Champions' and equip them to use the whole systems tools to deliver Rapid Improvement Events (see above) and subsequently, with support from a Tricordant mentor, being equipped to use the ideas and concepts in a lead role in the company. This training is best undertaken after people have participated in a Site Level Mapping or a Tricordant Rapid Improvement Event so we are building on solid foundations.   | The idea is to pass the knowledge of whole systems thinking and problem solving to a core team of professionals in the organisation. The combination of learning and mentoring provides mature, practical knowledge at the heart of the organisation.   |



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| Wholeness Awareness Days       | One-day overviews of 'Wholeness', the principles and tools, designed for management and staff to pre-equip them to lead or participate in Site Level Mapping, Tricordant Rapid Improvement Events and in implementing whole systems changes in their areas.   | This speeds up the process of people engaging with and implementing whole systems ideas and improvements. It provides the common language and shared vision for continuous whole systems improvement.  |
| Management Strategy Workshops  | <p>These are normally two 2-day workshops. The Tricordant team will beforehand interview each of the main participants, undertake and amount of whole systems analysis of there area and together with their staff accumulate relevant data.</p> <p>Each workshop uses whole systems strategy development tools to review the right level of activity in current and potential market sectors.</p> <p>It is common to undertake these workshops as a follow through to a Site Level Mapping Intervention to explore the new possibilities opened up as a result of improved whole systems working. They may also be undertaken before a site level review to set the framework for the review. Alternatively they have merit as stand alone whole systems strategy development events</p> | <p>These whole systems strategy events benefit from using the same sets of tools to understand markets, customers and their requirements as they do for the internal response to the market.</p> <p>The way of thinking provides management teams with the language to refine and develop practical strategy while ensuring that their organisation responds positively to it in an aligned way.</p> |
| Whole Team Launch Training     | A short programme to support the launch of a newly formed whole work unit team following the redesign of an area. The course helps the team to take ownership of its 'whole work unit' and to build itself as an empowered team. The programme includes working together on a work-related challenge.   | The launch of a new whole team is critical. The new processes, roles, and attitudes need to be understood and learnt. This is about embedding wholeness into the new organisation.   |
| Whole Team Leadership Training | A 2-day programme to support a body of newly nominated whole team leaders following the redesign of an area. The course helps these leaders to take ownership of their 'whole work units' and to understand their wider role in the wider organisational system. The full range of leadership tasks and the adoption of appropriate attitudes and leadership styles required in a newly empowered structure and culture have to be consciously worked on to avoid reversion to old habits.  | The training of a new group of team leaders is critical to the sustainability of the wholeness of an organisation. This is about embedding wholeness into the new organisation.  |
| Personal Mentoring             | Tricordant Directors provide managers at all levels with the space to explore the issues and challenges they are facing from a whole systems perspective, the schedule is worked out on a case by case basis.   | Gives Managers whole systems problem solving tools and the space to explore complex issues in a whole systems framework.   |