

[« Back](#)[Print](#)

Performance Design Lab Bulletin #4

January 2007

Hello Again,

Happy New Year! Here's the latest from the "Lab" . . .

Geary Rummler

in this issue

What We're Thinking

What We're Doing

Upcoming Workshops

What We're Hearing

What We're Thinking

New Methodology - In 2006, we presented our model for aligning business and IT to audiences at three Brainstorm conferences around the country and one group in the U.K. These audiences tended to be composed of at least 50% IT practitioners and leaders while other attendees were often "process excellence" specialists. Each time we heard similar reactions:

One was strong validation that there are significant and growing gaps between the expectations of business leaders for results they want from their IT resources in many companies versus what they are getting. This frustration is being fueled by anecdotal evidence of more and more catastrophic IT initiatives that are failing to the tune of \$25, \$50, \$100 million in wasted resources and effort. Our model is designed to aid both business leaders and IT leaders to build a collaborate view of the business that can then drive clear requirements for technology and avoid these costly misfires.

Another confirmation from these sessions is that while "enterprise architecture" is a popular term and a number of organizations have employees and even whole departments sporting this label, the models being used are still thinly disguised technology models and reveal little about the nature and needs of the business. Our model is different – it starts with the business view and treats that positioning as essential to any kind of effective improvement work, whether in the information technology realm, or in process improvement, in management, or in human resources.

If you are interested in learning more about this model, you can view a [presentation here](#).

What We're Doing

After a year in the making we have finally launched our new web site! With the new web site comes new capability to readily update content and enter the world of blogging. Other notes on the web site:

- We've taken this opportunity to update the contents including a complete listing of our [workshops curriculum](#)
- You'll find expanded menu of [articles](#) and [presentations](#) available for download
- For our workshop graduates, you will continue to have access to support resources (e.g. tools, templates and supplemental content) through the web site. We will have more information on how to access in the next week.

We've recently published a two-part article in BPTrends called Potential Pitfalls on the Way to a Process Managed Organization (PMO) and we've been very pleased with the feedback we've received. You can access the article via our [website](#) or at BPTrends.com (the best source of all things process in print or on the world wide web).

We've developed a new one-day course on [Metrics and Process Management](#) that will be offered in association with BPMInstitute.org. We'll be presenting this course at all four of BPMInstitute's 2007 conferences beginning in April in Chicago.

Lastly, we'll be presenting at these upcoming conferences:

- BPMInstitute.org's [Organizational Performance](#) Symposium – April 10-11, Chicago, IL
- Shared Insights' [Business Process Management](#) Conference – April 24-26, Fort Lauderdale, FL

We hope to see you!

Upcoming Workshops

Serious Performance Consulting Workshop – Our straightforward and time-proven results improvement consulting methodology, developed over 35 years by Geary Rummler. A condensed 2-day version of the SPC workshop will be conducted through ISPI. The session is scheduled for February 20-21, 2007 in Phoenix, AZ. [Register through ISPI.](#)

Metrics and Process Management Workshop – Conducted in association with BPMInstitute.org's Organizational Performance Symposium in Chicago, IL on April 11th. Register through BPMInstitute.org.

What We're Hearing

"Process is something support people think about" – The notion that processes are important to the success of the business is not new. What is new is who we're hearing this from and who we're not. Increasingly, we're hearing:

- Business leaders are less and less involved in efforts to improve processes (see [Alan's recent article](#) on this topic)
- Process improvement has fallen out of the strategic dialogue and is increasingly getting piggybacked on information technology planning and implementation efforts.

This trend has significant implications for the management of processes and the organization's ability to sustain performance levels and adapt to changes in the business environment.

We look forward to hearing what you're thinking, doing and hearing. Give us a call or drop us a note.

Quick Links...

- [Workshop Registration & Presentations](#)

email: rarummler@thepdlab.com

phone: 616-881-2488

web: <http://www.performancecdesignlab.com>

[Forward email](#)

✉ **SafeUnsubscribe®**

This email was sent to mhammer@mikehammer.com, by rarummler@thepdlab.com
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Powered by



Performance Design Lab | 5754 Skyway NE | Comstock Park | MI | 49321