



GO Global Organization
Design Society

READINGS IN GLOBAL ORGANIZATION DESIGN

ARTICLE #14-09-18-4

WHY IMPROVEMENTS FAIL AND WHAT WE CAN LEARN FROM BEES

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Beesquared

A presentation at
Designing the Smarter Organization
the Global Organization Design Society's 5th World Conference
July 31, 2014 to August 5, 2014
sponsored by IBM at Dolce (IBM) Palisades
Palisades, NY

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Why { project
process
business
continuous } improvements fail

AND WHAT WE CAN LEARN FROM BEES

Coherence

- 1. The quality of forming a unified whole*
- 2. the quality of being logical and consistent*

Organisational Coherence

Value Coherence



Value Coherence

Achieving clarity and consistency in delivery of value to customers

Value Outcomes

What outcomes does the business deliver to customers? What do they think, feel, experience or receive?

Value Activities

What are the valuable activities, services or products that deliver the above value?

Value Delivery Heat Map

What is the high level assessment of how well each Value Stream Area is delivering the key value activities, services and products?

Value Activity 1
Value Activity 2
Value Activity 3
Value Activity 4
Value Activity 5
Value Activity 6
Value Activity ...



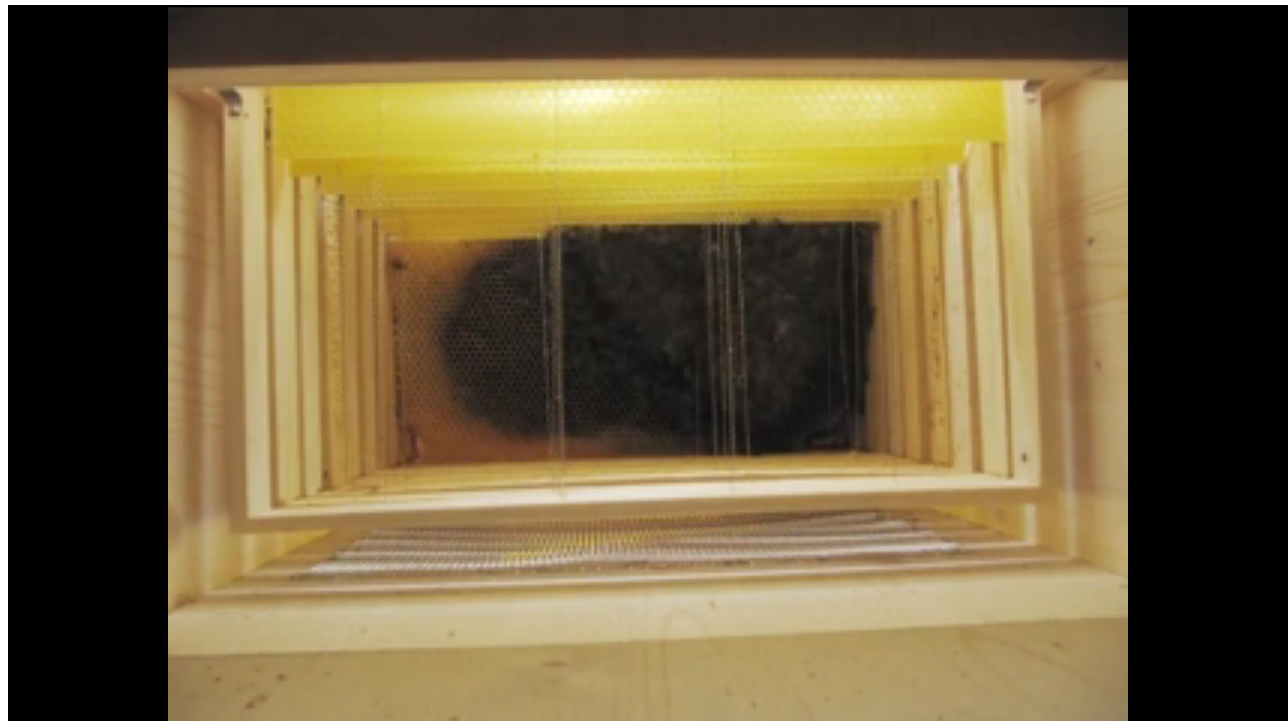
	Value Area 1	Value Area 2	Value Area 3	Value Area 4	Value Area 5	Value Area 6	Value Area ...
Value Activity 1	Green	Green	Green	Green	Green	Green	Green
Value Activity 2	Green	Green	Green	Green	Green	Green	Green
Value Activity 3	Green	Green	Green	Green	Green	Green	Green
Value Activity 4	Green	Green	Green	Green	Green	Green	Green
Value Activity 5	Green	Green	Green	Green	Green	Green	Green
Value Activity 6	Green	Green	Green	Green	Green	Green	Green
Value Activity ...	Green	Green	Green	Green	Green	Green	Green
• X	• X	• X	• X	• X	• X	• X	• X
• X	• X	• X	• X	• X	• X	• X	• X
• X	• X	• X	• X	• X	• X	• X	• X
• X	• X	• X	• X	• X	• X	• X	• X
• X	• X	• X	• X	• X	• X	• X	• X
• X	• X	• X	• X	• X	• X	• X	• X

Value Delivery Metrics

What are the key metrics and targets of performance for each Value Stream Area?

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	Marketing	Enquiries	Sales	Onboarding	Maintenance	Complaints	Technology	Quality Assurance
xxxxxxxxxx								
xxxxxxxxxx								
Transactional Effort								
Expert Advice								
Delivery environment								
Value for money								
Control and Discipline								
Build relationships								
Keep informed								
Education								
Create a community								









GO Global Organization Design Society

GO SOCIETY PURPOSE AND VALUES STATEMENT

To support the organizing of work in a responsible, fair and healthy manner in which people are led in a way that enables them to exercise their capabilities.

The Society believes this requires applying a systems framework* emerging from reflective inquiry in which levels of work and capability are the initial paradigm and growth in human awareness is the essential process.

The benefits are organizational effectiveness, fulfilled people and organizations designed for value-creation, sustainability and social well-being.

Note: inspired by the work of Wilfred Brown and Elliott Jaques

The *Global Organization Design Society* was founded in 2004 to establish and operate a worldwide association of business users, consultants, and academics interested in science-based management to improve organizational effectiveness.

The GO Society fulfills its purpose by:

- Promoting among existing users increased awareness, understanding and skilled knowledge in applying concepts of Levels of Work Complexity, Levels of Human Capability, Accountability, and other concepts included in Requisite Organization and/or Stratified Systems Theory.
- Promoting among potential users of the methods, appreciation of the variety of uses and benefits of science-based management, and access to resources. The GO Society supports the learning and development of current and future practitioners by holding world conferences and professional development workshops, publishing books and a journal, and maintaining a resource-rich web site with related articles, monographs, books, videos, blogs, discussion groups, and surveys.

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