



# Leadership for Sustainable Performance: Creating a Legacy Measurement Science (for Business)

Arming everyone with Know-how, Methods and Tools to make a  
positive difference

But First!

**Why are we  
doing this?**



# Why? No Nasty Surprises!



Why? Stay out of the Muck and Alligators!





# Why? Making Promises you can Keep!



# Why? Early Warnings – Making the Right Decisions before it's Too Late!



# Why? How to Handle 6-sigma Black-belts!



## And a Thought!

“Learn from the mistakes of others. You can’t live long enough to make them all yourself”



Eleanor Roosevelt



# Elements / Modules

1. Understanding the World as a System – An Introduction to Systems-Thinking
2. Non-deterministic vs Deterministic View of the World
3. What is Flow, Why is Flow critically important, and how to go about understanding it
4. Patterns & Coherence: Observation & Discovery – Understanding (nearly) all Business Activities in Terms of 4 Fundamental Process Types
5. What do we mean by Purpose? Applied to Systems; Applied to Business Processes; Applied to Measurement; Applied to Collection of Data; Applied to Analysis of Data
6. Where to Measure; What to Measure; How to Measure
7. Data – As an Asset; As a liability; Big Data
8. Where to Act (on Data); How to Act (on Data)
9. Monitoring for Improvement / Business Benefit / Public Benefit / Customer Experience
10. Forecasting, Machine Learning and AI – Extension of Statistical Methods

Visual  
Control  
System

## Example – Simple Visual Control System

## Methods mish-mash

## Visualisation mish-mash

# Class Forecasting

# Systems-Thinking

# Lean Continuous Improvement

## SPC – poorly taught

## Reference Class

# Theory of Constraints











































## QUALIZATION METHODS

**Visualization**  
of complementary visual representation, development, formulation, communication of strategies in organizations.

**Visualization**  
ation information graphically to convey information. They also convey an presented information through the /the metaphor that is employed



















**d Visualization**  
use of different graphic representation single schema or frame

	<b>G</b> graphic facilitation
	<b>Me</b> meeting trace
	<b>Mm</b> metro map
	<b>Tm</b> temple
	<b>St</b> story template
	<b>Tr</b> tree
	<b>Ct</b> carbon
	<b>Co</b> communication diagram
	<b>Fp</b> fight plan
	<b>Cs</b> concept selection
	<b>Br</b> bridge
	<b>Fu</b> funnel
	<b>Ri</b> rich picture
	<b>q</b> question
	<b>Cc</b> concentric circles
	<b>Ar</b> argument slide
	<b>Sw</b> swim lane diagram
	<b>Gc</b> gantt chart
	<b>Pm</b> perspectives diagram
	<b>D</b> dilemma diagram
	<b>Pr</b> parameter ruler
	<b>Kn</b> knowledge map
	<b>y</b> pyramid unique
	<b>Ce</b> cause-effect chains
	<b>Ti</b> tollman map
	<b>Dt</b> decision tree
	<b>Cp</b> cpm critical path method
	<b>Cf</b> concept fan
	<b>Co</b> concept map
	<b>Ic</b> iceberg
	<b>Lm</b> learning map
	<b>n</b> ny map
	<b>Fo</b> force field diagram
	<b>Ib</b> ibis argumentation map
	<b>Pr</b> process event chain
	<b>Pe</b> pert chart
	<b>Ev</b> evacuating knowledge map
	<b>V</b> vle diagram
	<b>Hh</b> heaven's hell chart
	<b>I</b> informal

on speed it can take some time to load a pop-up picture.

version 1.5

literacy.org

 <b>d</b>	 <b>Ft</b> failure tree	 <b>Hq</b> high mag	 <b>Ld</b> life-cycle diagram	 <b>Po</b> poor's law	 <b>S</b> s-cycle	 <b>Sm</b> stateholder	 <b>Is</b> isikawa	 <b>Tc</b> technology readiness
 <b>d</b>	 <b>De</b> decision discovery	 <b>Bm</b> bug matrix	 <b>Stc</b> strange canal	 <b>Vc</b> value chain	 <b>Hy</b> hype-cycle	 <b>Sr</b> strategic rating map	 <b>Ta</b> tape	 <b>Sd</b> spiral diagram



# Contact!



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