

People Process Technology

3 Pillars of Functional Performance

Business Leadership Series

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Agenda

- Who Am I
- My Why
- People
- Processes
- Technology
- Summary
- The What-Outcomes

Who is this for?

Business or Functional leaders that want to drive optimal performance from their teams.

Objective:

Share tools to allow leaders to assess areas to focus energy for improvement

Who Am I?

Engineer by Training- Business Builder by Passion

- **Boeing-** International Space Station (1990)

- Systems Engineer and Design Engineer (Designed the Hatch Tracks on station now)
- **Lesson Learned:** Appreciate systems and processes...they are the only way to allow a large organization to execute, adapt and grow

Discovered CAD, Internet and 3D Printing at the birth, so spent the 90's as a Tech Geek trying to commercialize 3D Printing

- **Fastec**

- 20 year old family business in manufacturing
- Broken, stubborn and pre-death company that required massive overhaul
- **Lesson Learned:** Sometimes emotional decisions are made even when rational decisions are obvious

Manufacturing is a tough business, especially in Marketing and Sales

- **Rapid Tech Engineering (Founder)**

- Engineering and Manufacturing Services
- **Lesson Learned:** Focus and competitive advantages are the key to being the best

1998- Made conscious decision to be a Business Leader

- **Quickparts.com (Founder, President & CEO)**

- In 1999, we committed to use technology and innovation to change the custom parts market
- **Lesson Learned:** Being part of a team of achievers makes business fun even when things are tough!

- **Since 2011...**

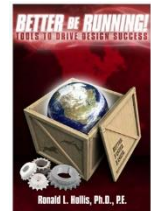
- Work with CEO's to solve major business problems in Strategy and Organizational Management



My Passion

Leverage the power of business to positively affect people

Implementing and Executing Systems of Business to increase optimization of the organization



My Why for PPT

- I hate waste!
- As an entrepreneur and in working with executives, I see the struggles when a business is not reaching its full potential and knowing where to look
- Years ago, I started breaking business and functionals into areas for assessment and improvement, of which the PPT was derived

I want to help business leaders optimize their teams by providing a simple approach to assess the areas/functionals for continuous improvement and optimization.

Understanding PPT makes assessment simpler

Let's Get Started!

What's the Problem

- Business is Dynamic!
 - Business is either growing or dying, regardless there is change
- Businesses are comprised of functionals (departments) to produce work
- Mismanaged functionals (departments) create inefficiencies and waste

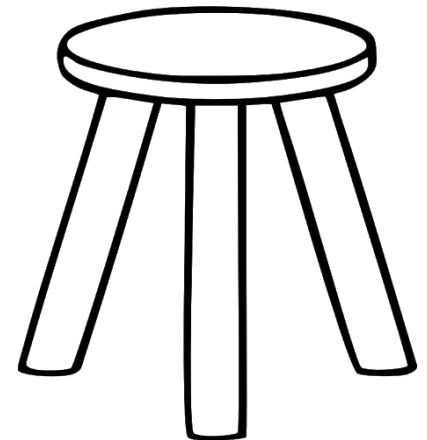


When a business is not operating well, how do you know where to evaluate for change?

A Solution

Break the business and functionals into 3 primary categories for assessment:

People
Processes
Technology

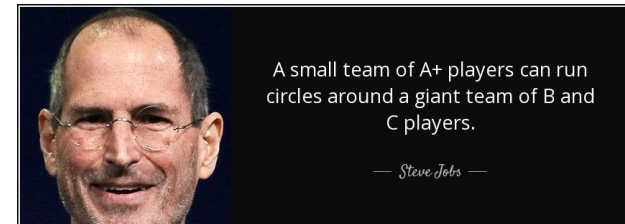


People

All businesses need the Right People in the Right Positions doing the Right Things at the Right Time

- Leadership is responsible to assess and improve People to ensure they are orchestrated and prepared for performance
- People can be categorized as A, B or C players
 - A Players are those that are highly aligned to their roles, responsibilities and reliably execute
 - B Players are aligned but typically lack something (attitude or aptitude) that allows them to consistently be A players
 - C Players are mis-aligned in their role and must be replaced immediately

A players want to work with A players (and will hire each other)
B players like to work with B-C players and will hire each other
Keeping C players is the most inhumane action a leader can do



- People perform in a role based on:
 - **Aptitude-** Do they have the skills, knowledge and/or experience for the role
 - **Attitude-** Are they passionate, excited, team-oriented, aligned to the values of the culture

B players with potential will grow into A players if they have the Attitude
and you help coach them on the Aptitude

Processes

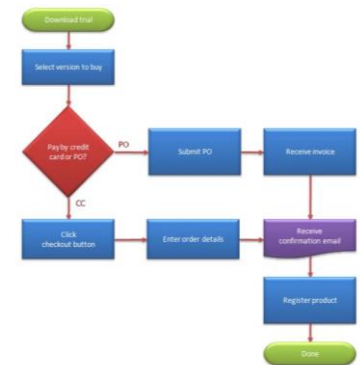
Processes and Systems are critical to align the activities of the business, especially of the People

Leverage Systems and Processes to have:

- the **best approaches designed** for all functional outcomes
 - then train and monitor the execution of these processes to get optimal outcomes

Everyone should make the cookies the same way

- **Allows areas to be improved** by assessing performance and making systemic changes
- **Supports growth and scale** to allow the organization to expand for additional activities and outcomes



Optimize the Actions to Executing the Outcomes

Technology

Technology is required in ALL businesses!

Technology can be broken into 2 categories:

- **Business operations technology:**
 - Technology required to operate the various functions of the business regardless of the business type:
 - Computer, Internet, phones, specialized software, communication, etc
- **Unique competitive advantage technology:**
 - Technology that was created or purposed to provide the business a competitive advantage
 - Operational efficiencies, market reach, customer service
 - Can be custom or commercial, but uniquely applied to the business



Summary of PPT

To assess any functional that is NOT performing to expectations, then the question is..

Do I have a People Problem?

Do I have a Process Problem?

Do I have a Technology Problem?

**Each of these components must grow simultaneously
for a business to grow...if they become too “out of alignment”
then the organization will stall or fail**

**PPT provides a simple assessment
to drive performance and success in a business**

The What- Outcomes

- Efficient operations which increases revenue, profits and opportunities
- Improved culture and morale with aligned team members
- Ability to know where to focus to continuously improve for growth and success



Questions?

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