



CONTINUOUS IMPROVEMENT

ABSTRACT

Everywhere I turn I see businesses given the advice to put up their prices and drop the low margin customers. The turnover shrinks but the profit increases, at least as a margin. Who shrank their way to success? Unless you are looking to cash out the business, there is a better way

Motivation Matters Limited



The need to improve

It is true that improvement is an option, just like survival.

Do you recall Mo Farah's triumph in the 10,000 metres in the 2016 Rio Olympics? A brilliant achievement. Did you know that he was 1% faster than number 6, Joshua Kiprui Cheptegei of Uganda? Do you remember his name? Did he get 99% of the applause that Mo Farrah received, for being 1% slower? Clearly not.

Improvement is necessary to stay in the race. There is no standing still as your competitors are all trying to out-improve you.

One off big investment change programmes are good. You can raise performance by a good percentage. I certainly am not arguing they are unnecessary.

What if you could design your organization so there was a continuous improvement process? What if that cost very little to do but raised the performance of your processes by 0.1% a week, equivalent to a saving of 2 minutes per person a week.

The Future

There is no standing still, but steadily you move up the global ranking of performance. You no longer need to raise prices to raise margins. Your margins have increased.

Now you are fitter and ready to compete. Even if you're not Number 1 in the market you can give them a good contest. You know you'll be better next week anyway.

You will also find that properly led, the continuous improvement culture raises your employee engagement significantly, with all the other well established benefits that brings.

Five Tips

1. Never be satisfied with the status quo
2. Sell the vision that all staff can innovate and improve
3. Provide the resources and data for innovation
4. Celebrate success instantly and discuss failure as a step nearer success
5. Raise base salaries to thank excellent people for excellent results





MOTIVATION MATTERS LIMITED

VISION

Inspiring good management, and thus achievement, within organizations will improve employee attitudes, engagement and job satisfaction to create stronger companies with more productive people.

More productive companies build competitive advantage creating a sustainable business with safe growth, healthy profits, secure well paid jobs and contribute to the well-being of the UK.

PARTNERS



Anne Walker



Stephen Walker

CONTACT DETAILS

Telephone: +44 (0)1787 378851

Email: Enquiry@motivationmatters.co.uk

Website: www.motivationmatters.co.uk

