

# Leadership Commitment to Capability Improvement

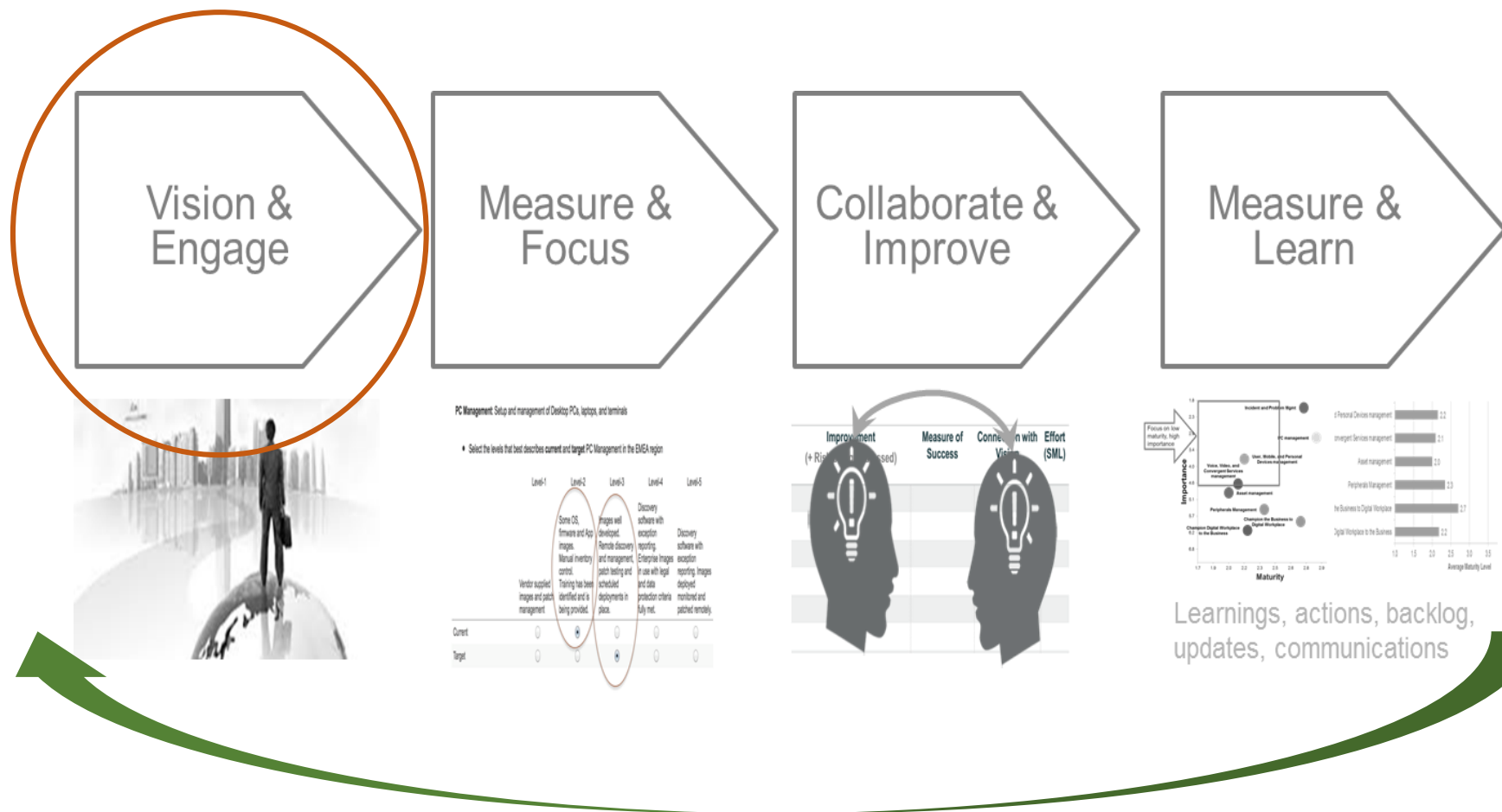


# Agenda

- Introduction and Context
- Leadership Commitment Decisions
- Summary



# Practice Improvement Model



# Capability Improvement Context

<Position the CI initiative in the organizational strategy and goals>

- <Relate to strategy>
- <Align with goals>



# Capability Improvement Objective

<Describe the capability improvement objective for your service/region>



# Leadership Commitment



# Why is Leadership Commitment Needed?

We need to demonstrate our commitment to capability improvement to gain and sustain our teams engagement

- Leaders' actions and decisions communicate priority
- Capability Improvement needs specific Leadership actions to succeed
- Sustained Leadership support is needed to embed a culture of continuous capability improvement



# Leadership Commitment

## Objective

Agreed message from leadership team on improvement work

### Activity: Define commitment in these decision points:

1. Are we ready to make the leadership contribution?
2. What is the <service> <region> improvement goal?
3. Is improvement a part of day-to-day work?
4. What is the priority of improvement work relative to other goals?
5. What recognition do we give teams and members?





# Decision 1

**Are we ready to make the leadership contribution?**

## **What's involved?**

- Participate in information and review sessions
- Sponsor an improvement activity
- Coach an improvement leader
- Provide practical support - time, resources, training
- On-going support throughout the year

## **Decision**

- <>



# Decision 2

What goal do we set for our teams?

## Draft Goal

- *To contribute to the enhancement of <service> in <Region> through Service Improvement program by:*
  - *Identifying process, relationship and technical improvements to the <service>*
  - *Collaborating with colleagues within and outside of our domain to realise improvements*



# Decision 3

## Is improvement a part of day-to-day work?

### What's Involved?

- Making decisions that reflect the priority of improvement (e.g. enable your team to spend time regularly on improvements, support improvement training, etc)
- Ask your improvement leaders for updates
- Ask where they need help
- Celebrate progress
- Encourage learning from roadblocks and failures
- Facilitate establishing global links, as needed

### Decision

- <>



# Decision 4

**What is the priority of improvements relative other goals?**

**What's involved?**

- Decide on Capability Improvement's priority within goals
- Senior manager communicates the goals to all teams

**Decision**

- <Record the prioritised list of goals>



# Decision 5

**What recognition do we give teams and members?**

**What's involved?**

- Decide what recognition we give teams and members:
  - For participating in improvement
  - For leading an improvement activity

**Decision**

- <>



# Leadership Commitment Summary

1. Are we ready to make the leadership contribution?
2. What is the <service> <region> improvement goal?
3. Is improvement a part of day-to-day work?
4. What is the priority of improvement work relative to other goals?
5. What recognition do we give teams and members?



# Reference



# Practice Improvement Model

## Stage 1: Vision & Engage



1. Outline objective
2. Stakeholder Engagement – Vision
  - Core stakeholders
    - Assemble core group of leaders
    - Align perspectives
  - All stakeholders
    - Sponsor support
    - Leaders commitment
    - Participants engagement
3. Stakeholder Engagement Decks

## Stage 2: Measure & Focus



4. Identify Target Area (CCs/CBBs)
5. Initial online survey:
  - Invitation
  - Kick-off meeting
  - Survey completion
6. Survey results
  - Analysis & Decision (Leaders & Participants)
7. Stakeholders Communication Deck

## Stage 3: Collaborate & Improve



8. Improvement workshop(s):
  - Identify improvements and benefits and metrics
  - POMs
  - Initial Backlog & Roadmap
9. Stakeholder commitment
10. Realise improvements iteratively
11. Stakeholders Communication Decks

## Stage 4: Measure & Learn

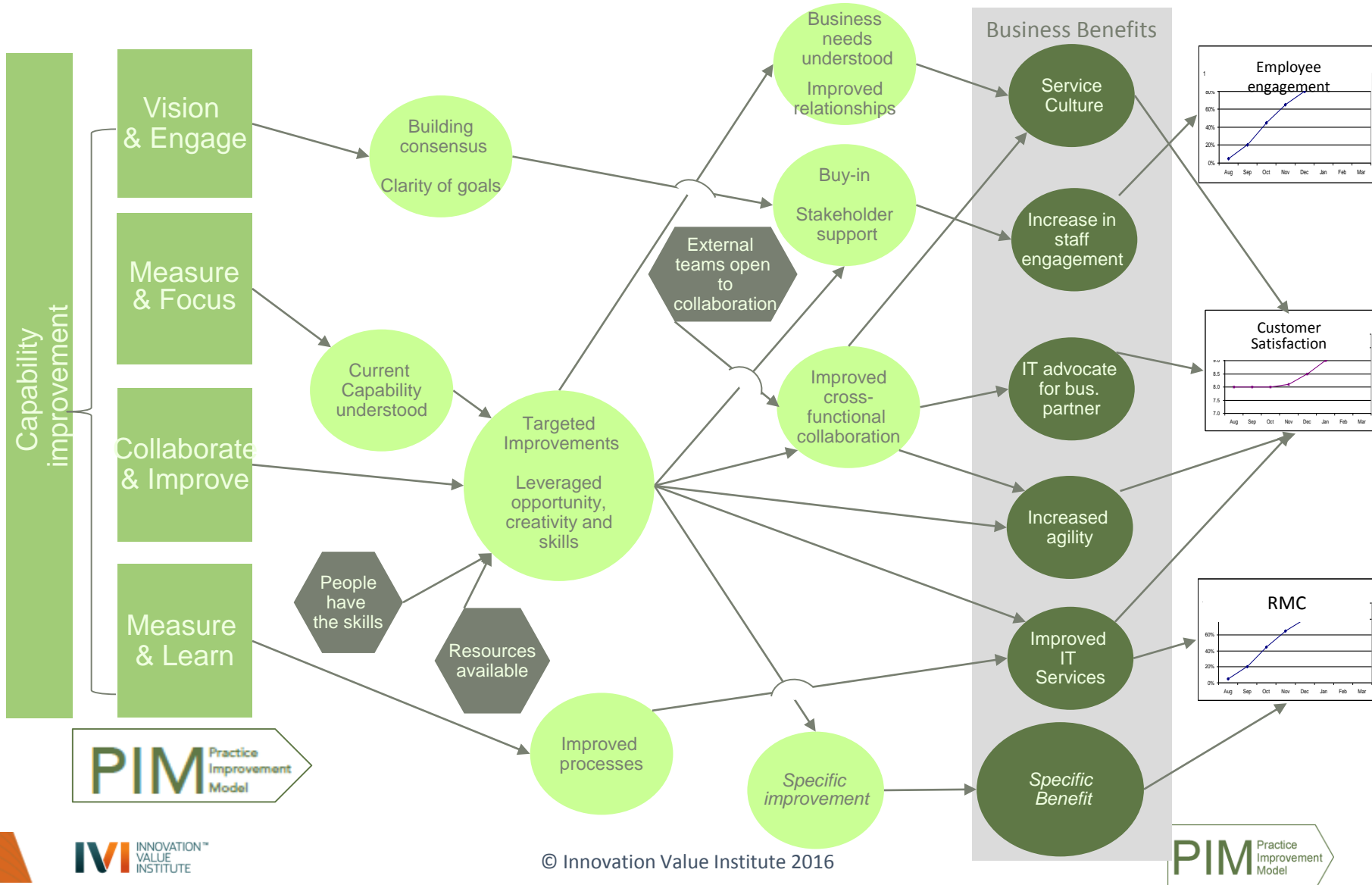


12. Follow-up online survey
  - As previous
13. Retrospective workshop
14. Stakeholder Communication Deck
15. Iterate improvements Backlog & Roadmap





# PIM Benefits Map



# IT-CMF in a Nutshell

## IT-CMF – Information Technology Capability Maturity Framework

- Defines a number of areas of activity, or ‘critical capabilities’ in providing IT services
- Allows the measurement of existing capability, based on a 5-point scale
- Guides improvement towards greater capability maturity with practices and metrics

