

Engage Process e-Conference

Getting Organizational Buy-In

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Getting Organizational Buy-In

- For improvement
- For new services
- For mergers, outsourcing
- For digital transformation
- For compliance
- For safety, for a better work environment
- For change
- For partially working from home
- For doing someone else's job
- For delivering services in the weekend
-etc. etc. etc. etc.



CHALLENGE
Internal/ external business analyst or consulting / supplier telling us what to do.

How do you get **INTRINSIC** motivation?

Involvement

Purpose

With whom?

What context?

What fit with work?

How long, what Next?



Conclusion(s): How to get Organisational Buy-in?

Answer: It is **NOT** about getting organisational **Buy-In** !!!

Instead:

How to **engage everyone** towards organisational **goals**,
in an environment that they can manage?

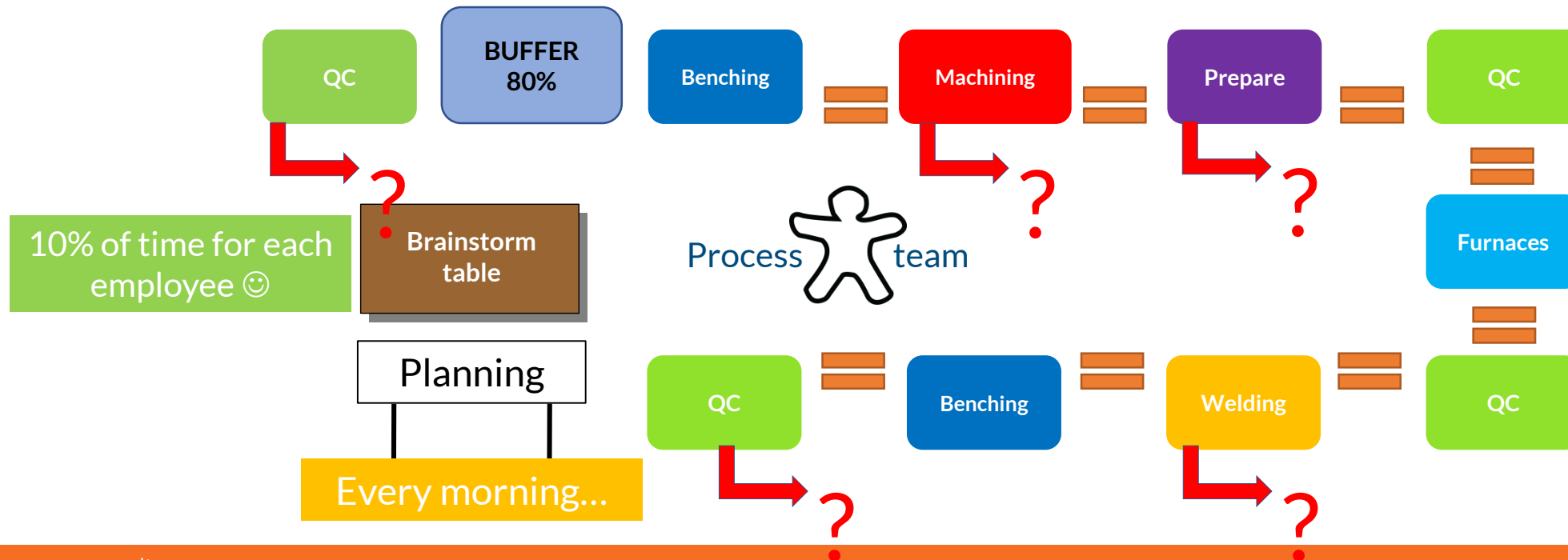
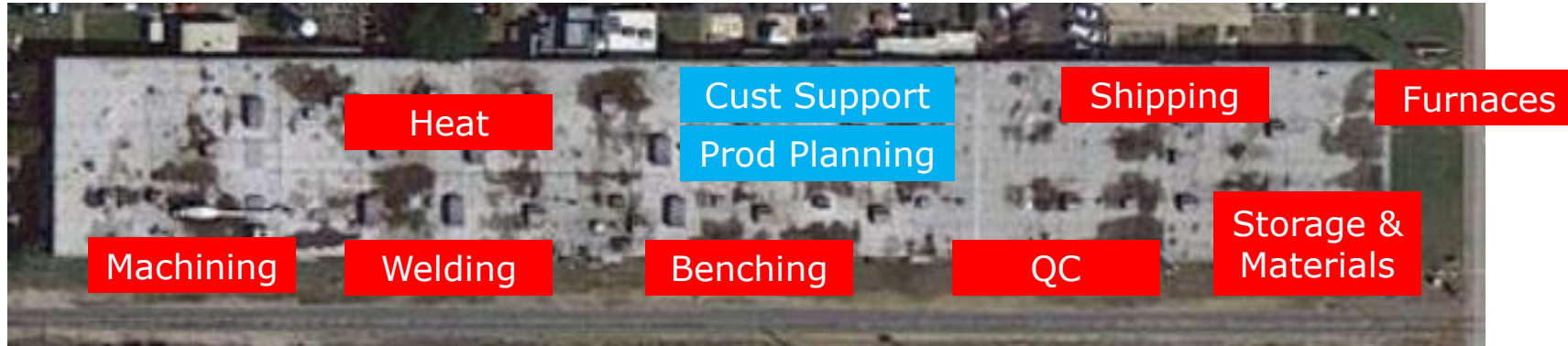


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*This is already a challenge in a production environment with a physical flow,
How do we do this in a departmental organisation with a (partially digital) paper-flow ?*

THE ESSENCE

Create **end-to-end** “product” environment
where **teams** can **continuously re-live the process**
With clear **mission**, and **empowerment culture**.



Framework for an admin / paper company

1. Create a process team

Example Heart Clinic Utrecht

Cardiologist manages ALL ROLES for intake

2. Take an end-2-end customer oriented process

1. How do flex places fit? → extra emphasis on (remote) workshops!

3. Visualize & Explore = **Workshops!** (see our whitepaper with tips & tricks)

4. Discuss overall goals

Zorggroep Apeldoorn

Hospital & Zorggroep Rehab created SHARED GOAL

5. Engage and empower the team to improve; Their idea's !!

City of Hollands Kroon

Teams "AUTONOMOUS" in setting goals in line w/

Continued....

6. Talk the Walk & Walk the Talk a.s.a.p. What can be implemented now?

7. Celebrate & communicate

City of Venlo

Sheets published that only 8/80 steps add value

8. Manage the workload (Buffer, JIT, Scrum)

9. Stepwise (sum of small improvements > 1 big step)

City of Stichtse Vecht

Large exception in process was found to be first step

10. Re-explore on regular basis. New workshop after 1 month.

11. Can be done “bottom up” or locally

How and where does Engage Process fit?

This is our mission!

Visualizing and exploring your primary processes, one by one, with the teams. Looking for improvements and seeing what the impact is! Continuously improving.

people · process · results

Questions?
Comments?