

IMPLEMENTATION OF AN EFFECTIVE MOS

Implementing a solid Management Operating System (MOS) is necessary to ensure sustainable value creation as it seamlessly integrates the organization and the associated information flow.

MOS: The aggregate of tools, processes and disciplines that are required to achieve holistic business objectives.



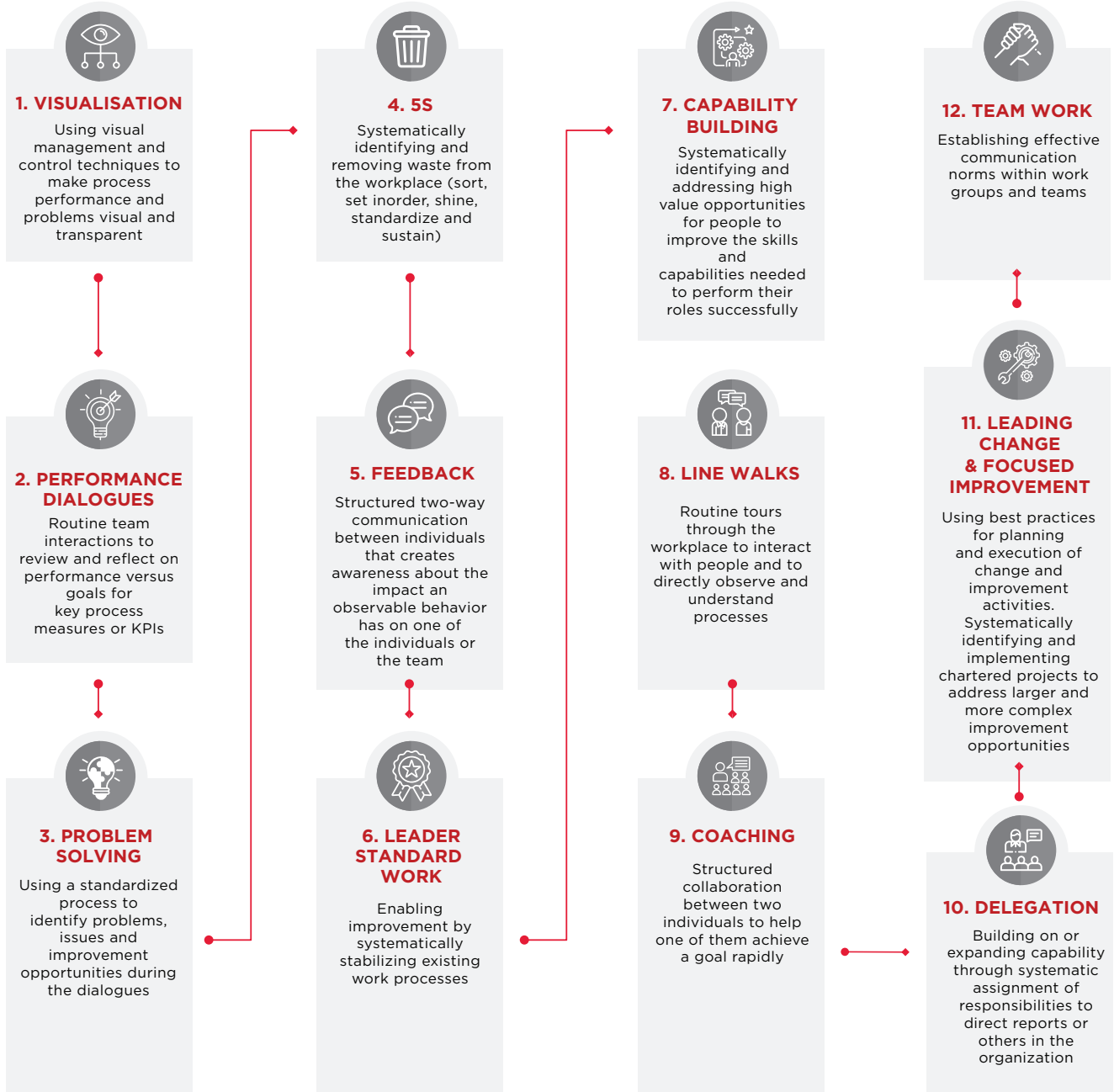
KEY CHARACTERISTICS OF AN EFFECTIVE MOS

In order for the MOS to fulfill its design intent, certain key characteristics must be applied:

- Focus on clear and expected outcomes
- Ensure transparency of business priorities and performance
- Effectively support cascading and alignment
- Enforce timely escalation
- Facilitate integration
- Drive towards stabilization and predictability of performance
- Establish the foundation for future initiatives

THE ESSENTIAL LINK BETWEEN THE MOS AND LSW

Whilst having an effective MOS is critical, it is essential to ensure that it is supported by a consistent set of individual routines that drive appropriate, supporting behaviour.



MOS VITAL PRINCIPLES

A well-defined MOS is a key enabler to achieve stable and predictable operational performance and ensures sustainability of current and future improvement initiatives.

The benefits of a well-designed MOS:

- Begin with the frontline
- Define the KPIs and targets and cascade it through the organization
- Focus on clear expected outcomes across all departments
- Ongoing tracking that enforces a performance improvement culture
- Continual coaching throughout the rollout