

Building A High Performing Organisation

About COE

What is Organisational Development?

- ❑ Organisational Development (OD) is concerned with the performance, development and effectiveness of human organisations.
- ❑ OD is a strategy intended to change beliefs, attitudes, values and structures of organisations so that they can better adapt to new technologies, markets and challenges.

Our Approach

We help clients achieve high performance by:

- Identifying The Real Needs Of Their Customers
- Designing And Improving Processes To Deliver What Customers Request
- Developing Their People & Unleashing The Talents Within Their Organisation





Customers

Identifying & Translating Needs of our Clients' Customers; Analysing and Prioritising them and Developing Strategies for Improvement.

Customers

Operations

Identifying Improvement Opportunities in Functions & Processes; Improving or Re-Designing Processes to Meet Customers' Requirements

Operations

Enablers

Identifying Development Opportunities for Individuals and teams, Enabling & Unleashing their Full Potential in achieving business performance and results.

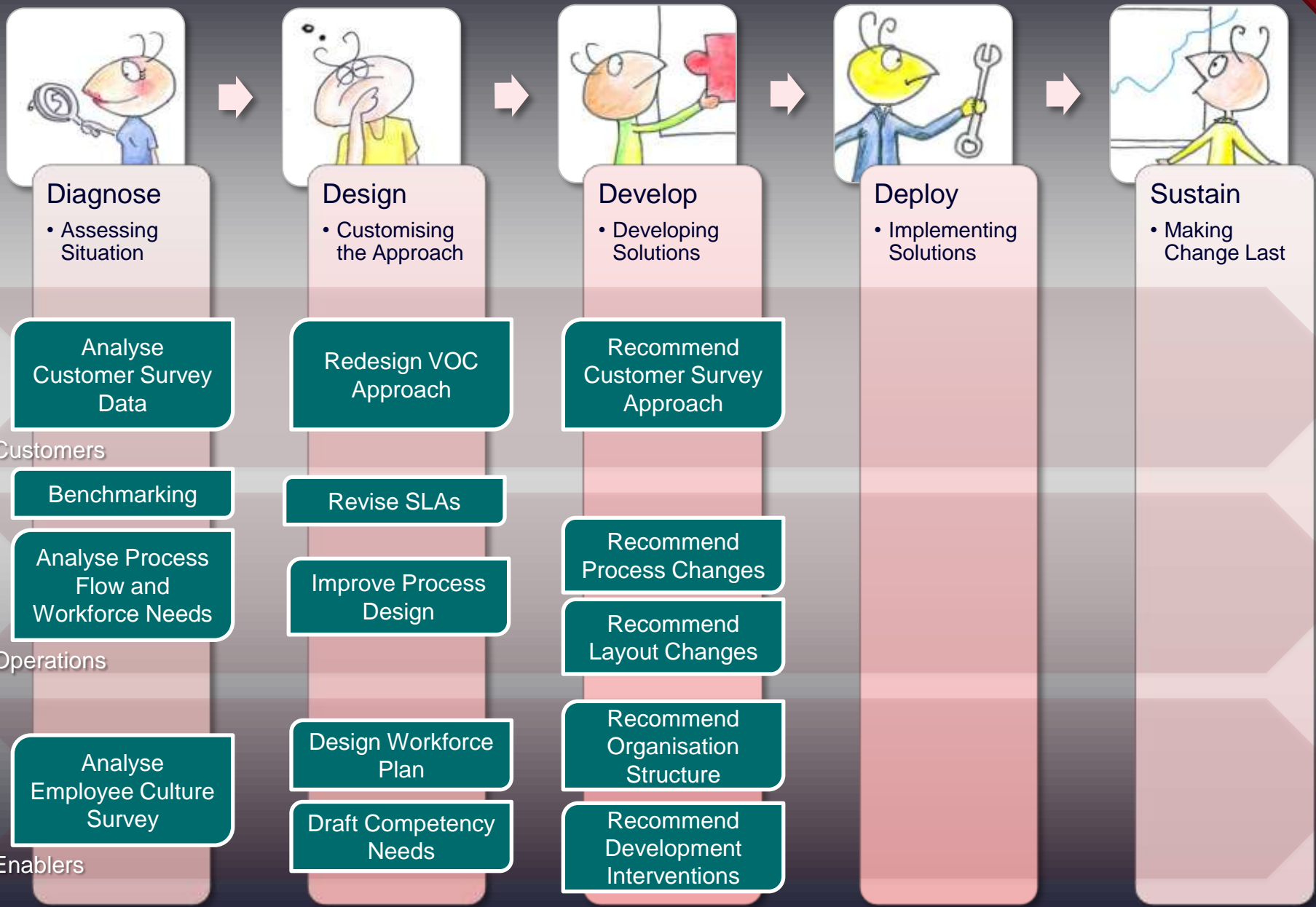
Enablers

Integrated Solutions

Some Cases Demonstrating COE's Approach in Action

BPR & Workforce Planning for Singapore Government Entity (Blueprint)

Case



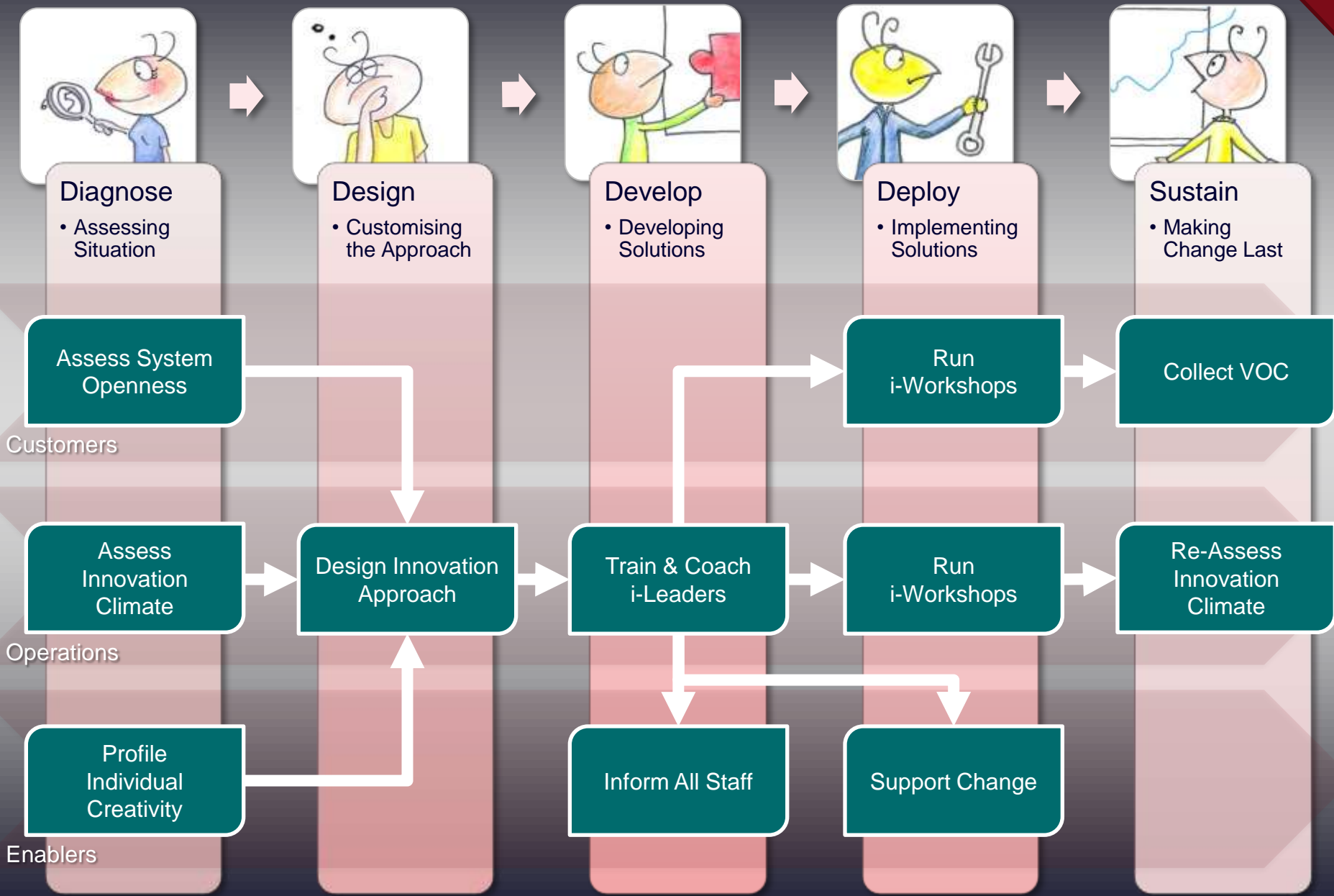
BPR & Workforce Planning for Singapore Government Entity (Blueprint)

Tools used:

- VOC Data Analysis (Jaccard Analysis, Kano Analysis)
- Process Variance Analysis
- Workflow Analysis and Time Study (Takt Time Analysis)
- Process Simulation and Bottleneck Analysis
- Value Analysis and Restructuring of Workflow
- Benchmarking
- Focus Group Sessions and Interviews
- Layout (Spaghetti) Analysis and Redesign
- Roster Analysis and Redesign
- Organisational Restructuring

Developing and Sustaining Innovation Culture for a Singapore MNC

Case



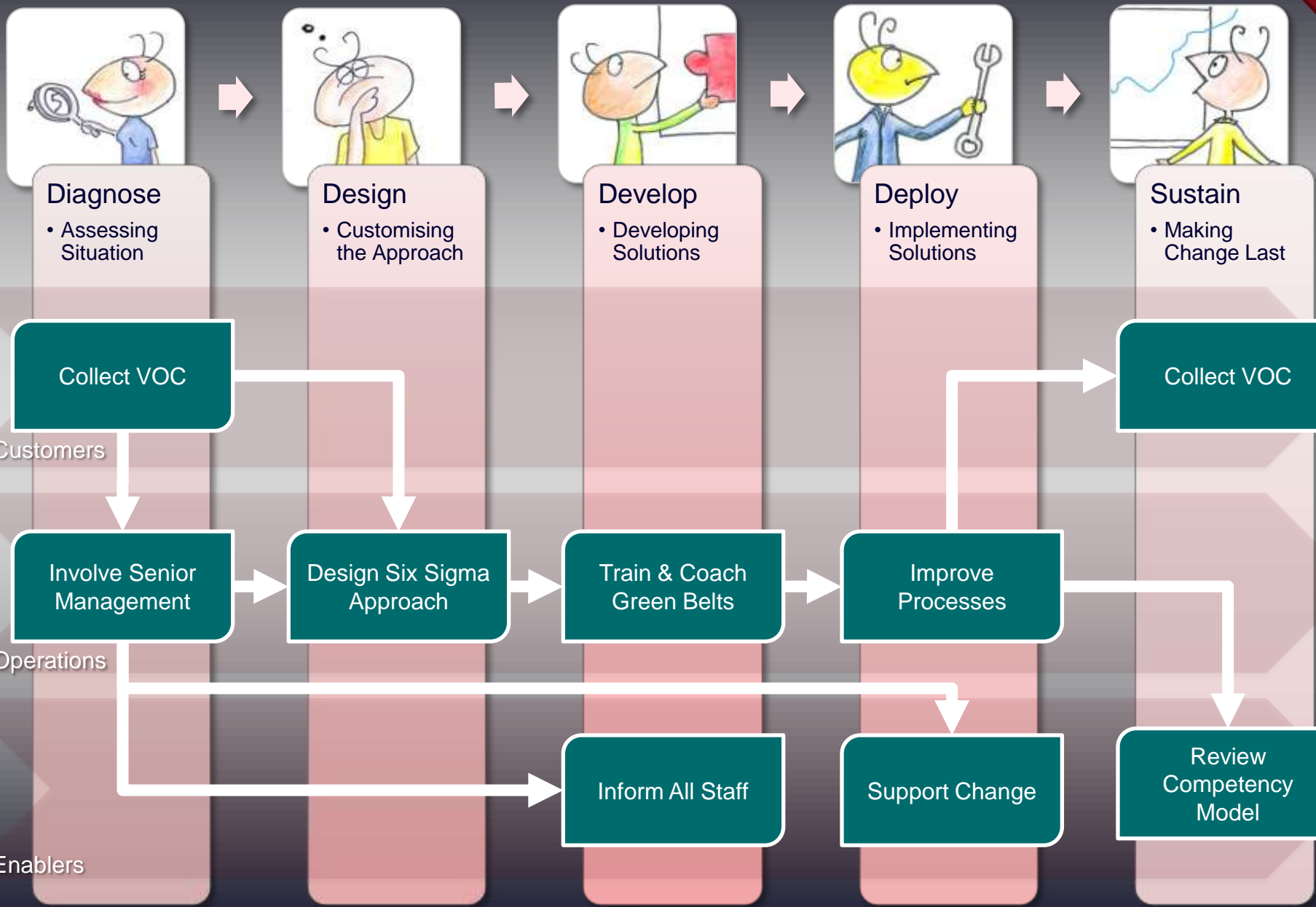
Developing and Sustaining Innovation Culture for a Singapore MNC

Tools used:

- Innovatential[®] Survey to assess Organisational Climate for Innovation
- Creativity Profiling to assess Individual Thinking Preference
- System Openness Assessment
- i-Theme Generator Workshop to fill i-dea Pipeline
- i-Camp to train and coach i-Leaders in application of CPS
- i-Challenge workshops for Creative Problem Solving (CPS)

Lean Six Sigma Deployment for Singapore Government Agency

Case



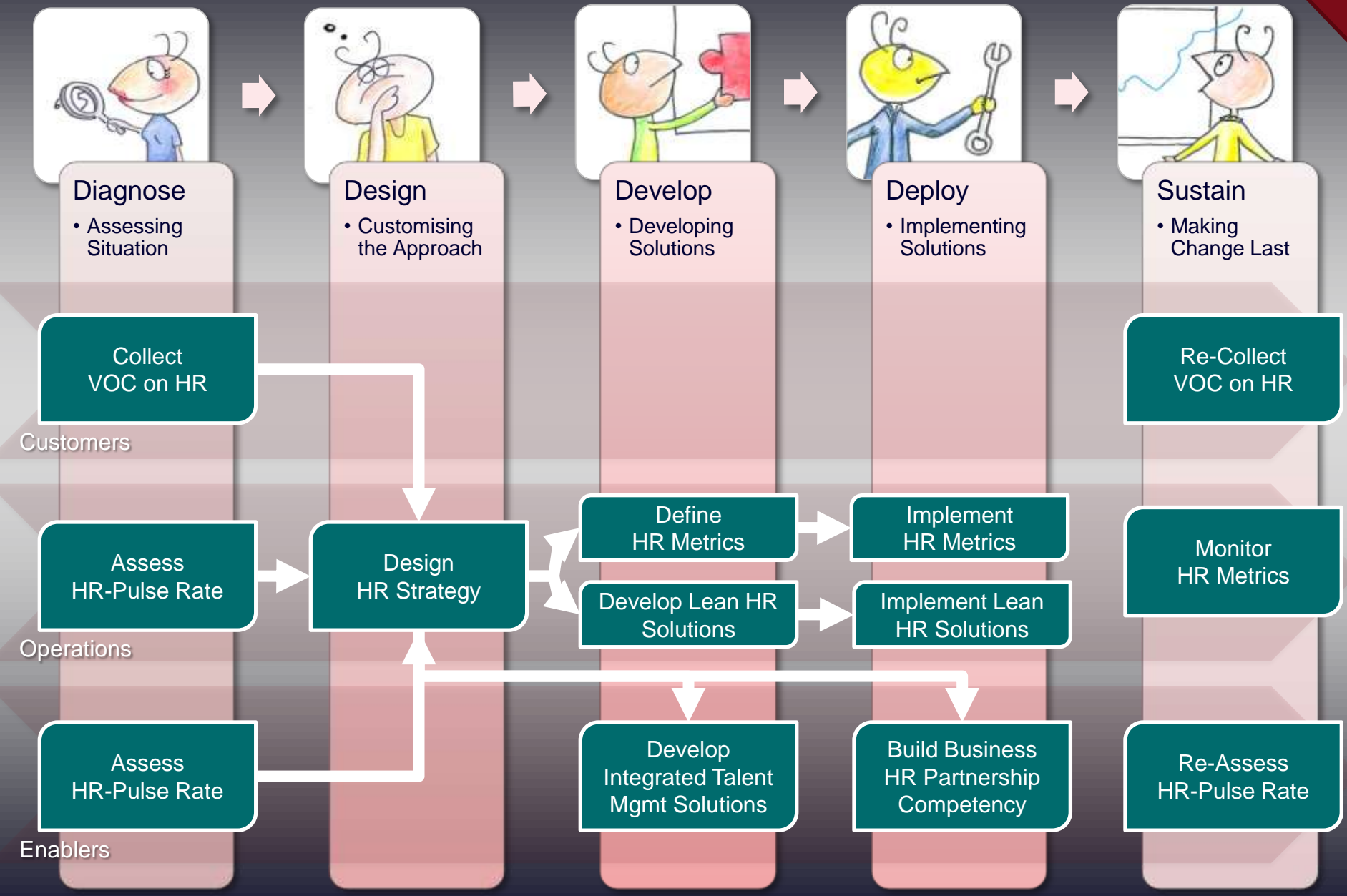
Lean Six Sigma Deployment for Singapore Government Agency

Tools used:

- VOC to Analyse Voice of the Customer data
- Senior Management Workshop to decide on Lean Six Sigma project areas
- Customised Lean Six Sigma Green Belt roll-out
- CPS[®] Simulation for all staff to build awareness
- Change Management workshop to support process changes
- Competency Modelling to align job scopes to new processes

HR Transformation for Singapore Healthcare Organisation

Case



HR Transformation for Singapore Healthcare Organisation

Tools used:

- HR VOC[®] to collect the voice of internal customers regarding HR performance
- HR-Pulse Rate[®] to assess the status of HR performance and infrastructure
- Lean HR[®] to streamline HR process for performance improvement and cost reduction
- HR Metrics & HR Dashboard to link people strategy to business
- Integrated Talent Management Framework to effectively acquire, develop and retain the high performing individuals.
- HR Business Partner Competency Model to build exiting/retained HR team into highly skilled, competent & aligned with line management to drive formal organisational effectiveness and improve workforce performance.