

Management Empowerment

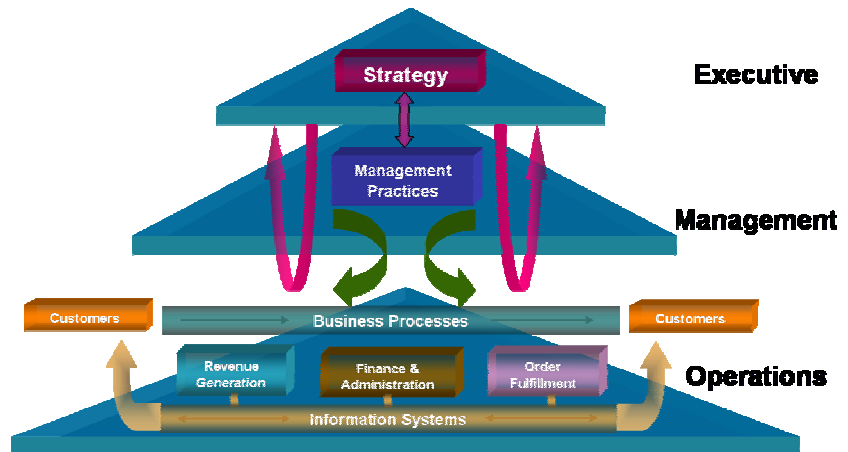


Executive Freedom

Management Empowerment

Efficient & Effective Throughput

Reliable & Timely Information



Management Empowerment & Accountability

Managerial empowerment is defined in terms of executive trust that managers can implement the strategies of the corporation. Typically executives make managers accountable for delivering corporate performance. However, you cannot make a manager accountable for a set of results unless they have the authority to command the troops to make the results happen.

Empowerment requires that the following conditions be met:

- There must be a coherent and consistent policy deployment mechanism throughout the company
- The Key performance Indicators (KPI's) that measure success must be clear and consistent across the organization.
- Managers must practice "closed loop management" where no problem or issue goes unresolved.

- Managers must ensure that all processes are customer focused.
- Business processes and systems must be effective and efficient (no non-value added steps).
- All costs should be measured and controlled using modern accurate accounting practices.
- Managers understand where their competitive advantage lies so they can leverage that advantage and downplay weaknesses

When managers meet these conditions they are effective and successful. Success results in greater empowerment and opportunities for advancement.

SatiStar understands the rigorous requirements for management empowerment. We enjoy helping you to excel at with genuine management capabilities.

About SatiStar

"Sati" stands for "Social and Technical Interaction".

The SatiStar approach focuses on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery.

The Business Improvement approach accelerates the achievement of desired business results.

SatiStar Mission: To experience the joy of helping our clients excel at what they do.

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*Social & Technical
Interaction*

We're on the Web!

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The Goal Is Efficient Processes Effectively Managed

Effective management begins with two key concepts:

- Processes and systems are efficient and effective and work (operations do not need multiple “work around’s” to achieve results).
- Information about processes and systems is timely and accurate.

In the fast paced business world where the competition can capture your customer base in the blink of an eye, managers must be capable of fast and effective root cause analyses and corrective measures.

This means that management capabilities are defined in terms of the ability to get at the root cause of problems, and implement effective policies to prevent problems from reoccurring. Effective policy deployment requires that managers are clear about what they are measuring and how to take action to correct deviations from expected results.

The first step is to understand a customer focus process approach. All processes must

start with the customer and end with the customer. For example, order fulfillment should be a coherent set of deliverables across the organization with all team functions working towards satisfying the customer. Processes that support functional “silos” within the company are counterproductive and inefficient.

Managers must work together to eliminate silos, and clean out waste and inefficiencies from their processes.

This works best when activities are supported with reliable and timely information. “Management by results” is synonymous with “management by information”. Management controls systems must be in place to deliver the kind of information that managers need to be effective in their job. Further, managers must know how to use that information to be more effective as managers

SatiStar understands these requirements and can work with you to identify potential problem areas, and to implement corrective action.

The Goal Is Reliable and Timely Management Information

Part of the SatiStar methodology is to identify and build business systems that are customer, process and information centric. By identifying and fixing ineffective processes and mapping information to corrected methods, we deliver the processes

and tools that managers need to be genuinely empowered as capable managers. Whether this involves cleaning up business processes, or implementing an information control system that works for management, SatiStar is there to help you.

