

Acting on Assessments in a Market-Leading Optics Manufacturer



Client Challenge

Develop and deploy a management process and information system that links the output of excellence assessments (EFQM) to programs of process improvement (Six Sigma).

The Parrallel Effect

Through design, deployment and staff training, the company was able to introduce a robust cycle of action management that made and reviewed project decisions based on resources, time and impact, rather than gut feel.

How We Achieved It

Acting as solution designer and consultant to the provider of software infrastructure, **The Parrallel Consultant** created a system that effectively connected 'measurement to action':

- Captured assessment data into a performance framework, linking in elements of a Balanced Scorecard framework that was also in use in the company.
- Designed an interlocking system of action scoping, project selection, management and review.
- Wrote the training courses for users and delivered the first training on the system to senior managers and assessors.
- Supported the roll out of the system to business units in India, China and Germany.

