



# A Formal Management System Leads to Sustainable Gains and Long-Term Profitable Growth

Research shows that the majority of companies struggle to sustain operational gains long-term. Adopting formal processes to improve your four operational “subsystems” can help. The TBM Management System and the Dploy Solutions suite of business process management software can give your company what it needs to maintain gains and improve operational performance by 15% or more.

## Sustaining Operational Gains is Hard Work

Firms struggle to sustain operational improvements\*



**68%**  
mid-sized firms



**75%**  
large firms

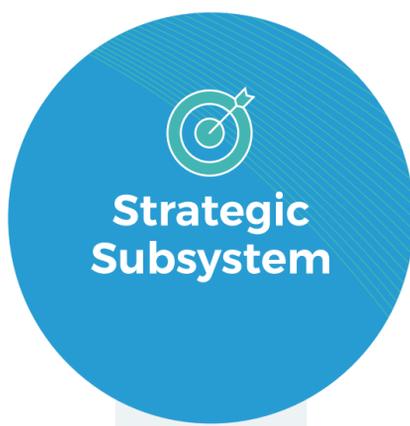
### PROBLEMS

About Half of Companies Use Formal Processes to Sustain Gains

### SUBSYSTEM BENEFITS

Formal Processes in 4 Operational Subsystems Can Drive Operational Excellence

**50%** mid-sized firms  
**45%** large firms  
**HAVE PEOPLE AT ALL LEVELS CONNECTING THEIR WORK TO STRATEGY\***



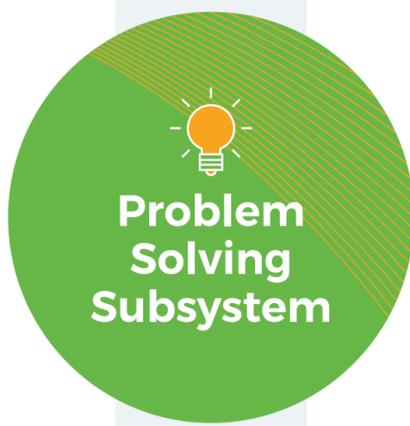
- Link strategy to action at all levels of the organization
- Define the critical few KPIs
- Provide people with roadmaps to success

**56%** mid-sized firms  
**54%** large firms  
**HAVE DAILY ACTIVITIES FOR CHECKING THE STATUS OF WORK\***



- Make progress visible to everyone
- Establish accountability starting at the lowest levels
- Provide processes for solving problems & course-correcting in real-time
- Give leaders formalized ways to stay on top of progress

**56%** mid-sized firms  
**54%** large firms  
**HAVE A ROUTINE METHOD FOR ADDRESSING PROBLEMS\***



- Make operational staff aware of problems immediately
- Have a process for identifying the root causes
- Create cross-functional teams to resolve problems
- Have processes in place to immediately implement solutions

**46%** mid-sized firms  
**53%** large firms  
**PROVIDE LEADERS WITH TRAINING ON HOW TO COACH\***



- Make leaders the support people instead of the doers
- Teach leaders how to motivate & empower employees
- Give leaders the ability to work on the business instead of in it

\*Source: The Operations Playbook, A Systematic Approach for Achieving and Maintaining Operations Excellence, A Report from the National Center for the Middle Market and Dr. Peter Ward of the Fisher College of Business Center for Operational Excellence

## SEE HOW IT WORKS

Improve operational performance by 15% or more – and sustain the gains long term

### TBM MANAGEMENT SYSTEM

Framework and process rigor



### DPLOY SOLUTIONS

Operational excellence technology



New levels of operational excellence to drive growth

To see how it works, download our Management System e-Guide for Leveraging Operational Excellence for Sustainable, Profitable Growth

MANAGEMENT SYSTEM E-GUIDE

## SPEED WINS EVERY TIME

TBM specializes in operations and supply chain consulting for manufacturers and distributors. We push the pedal down in your operations to make you more agile and help you accelerate business performance 3-5x faster than your peers.

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