



Empowered to Perform!

~or~

Frustrated Decision Making...

Busting Outta the Box to Create Value!

Ever notice how empowerment sometimes masquerades as placating the masses? Once upon a time, a major corporation faced some difficult supply chain process changes. Executive management agreed with the go forward plan, yet decreed, “We are on board yet we empower our people. We will leave it up to the Operations Directors. They make the decisions.”

After four weeks of playing calendar poker, the Operations Directors listened to the plan and responded: **“We like it, yet we empower our people. Talk to the Managers. They make the decisions.”** Another 6 weeks and multiple dog and pony shows later, the Manager’s said: **“We like it, and we empower our people. Talk to the factory supervisors. They make the decisions.”** This pattern continued right to the factory floor, each time eliciting the same response: **“We like it and we empower our people. Talk to yada, yada, yada...”**

Nearly six months after the first executive session, the plan reached the hands-on “empowered decision makers” (a.k.a the folks looking for direction from on high). With hat in hand, and great ethical persuasion, the message was delivered. The worker’s response: “Sounds great and would work perfectly—in the other department!”



**Planned Decision Making is not a “hangin offence”.
Call Steve Trecha to learn how (517) 381-4800 x219.**

EUREKA! Empowerment is great, yet it cannot masquerade as tough decision making.

What the firm needed was a cross-functional infrastructure that aligned at all levels across all departments. What’s the value you ask?

A n s w e r :

the best and most appropriate supply chain improvements often yields double-digit value in terms of price/cost reductions, increased asset utilization and productivity improvements, employee job enrichment and revenue enhancements. Equally important, cross-functional alignment does what it was intended to do. That is, aligning the business vision, mission and goals and everyday performance, in every area of the business, from every person.

A formalized and aligned cross-functional supply chain infrastructure equals performance success and

Success is the Only Option!