

### Operational Excellence and tools

Module No	Tool/ Technique	Purpose	Description
OP1	Performance Measurement using Hoshin	A method to cement and share strategic goals all the way through an organisation.	A way of delegating strategic goals and measures to all the people in an organisation to ensure full alignment and accountability.
OP2	Systems Thinking	To consider how all processes/activities interconnect within the whole system of delivering a product or service.	Analysing how a change in one aspect of the organisation will/can affect other aspects of the organisation, ensuring that the whole system is improved, not just components.
OP3	Day Starts	To ensure that there is a daily cycle of review of process performance.	A 'stand up' meeting every day that works from the coalface up on a daily drumbeat basis, allowing early identification of problems and quick wins.
OP4	Benefits Tracking	To determine exactly how the intervention has affected the organisation by tracking process measures.	How to take baseline measures and implement benefits tracking mechanisms to demonstrate impact on the bottom line from change projects.