

Operating Models

A photograph of two women in profile, looking upwards against a dark blue background with out-of-focus yellow and white lights, creating a bokeh effect. The overall mood is contemplative and futuristic.

The Operating Model as the enabler for efficiency increase and shorter reaction times to customer demands

Achieving profitable growth by a lean and agile operating model



Scope

Risk &
Challenges

Enabler

Impact

Building Blocks

Continuous
improvement

Successful operating models are based on customer needs which will be turned into sustainable customer solutions and life cycle care



The operating model is the bridge between strategy, operations and customer



Why are we doing this

Leaders have increased visibility into impacts and trade-offs of strategic decisions on day-to-day operations and initiatives

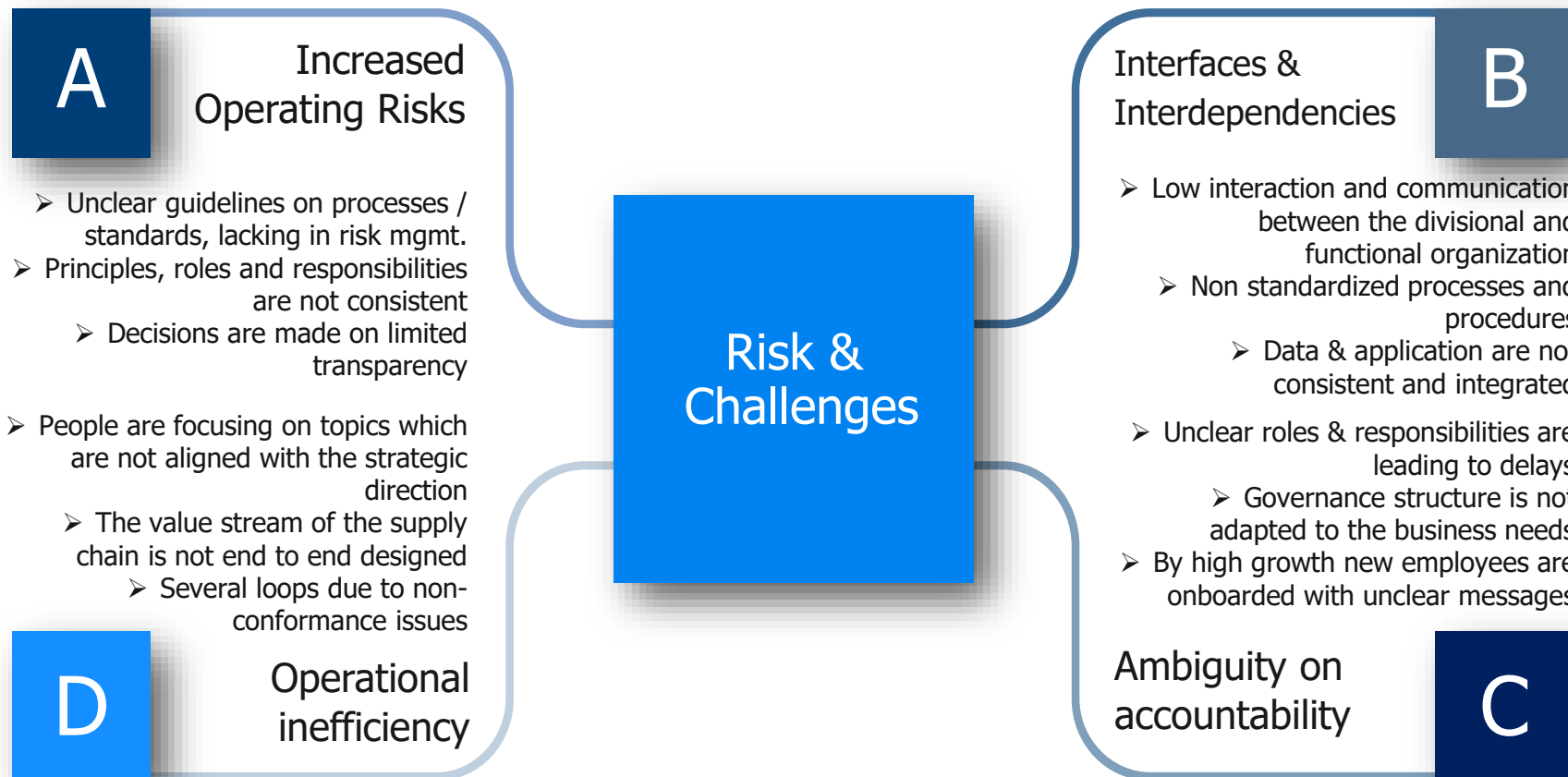
What are we doing

An operating model translates strategic intent into operational capabilities. It serves as the foundation for execution and provides clear guidance for the leadership team, line manager and operational team

How are we doing things

It allows employees to increase engagement in strategy, providing clearer view on how it affects their roles, responsibilities, processes, teams and supporting technologies

The operating model avoids, companies run into unknown risks and unforeseen challenges



The Operating Model enabler for efficiency and shorter Time to Market

Set-up for new operating model

Dimensions & Benefits:

- **Organization maps:** Visually depicting how the organization is laid out in terms of teams, departments, divisions, external ecosystems, and all relevant interdependencies
- **Blueprints:** Visualizing how a specific process or function should work
- **People models:** Mapping out the skills, knowledge, bandwidth, and capabilities of individuals and teams by E2E view
- **Scorecards:** Leveraging systems for performance management and better optimization
- **Decision grids:** Creating frameworks that govern how decisions are made across the organization



A robust operating model will experience positive change

Organizations will experience several competitive advantages



Improved business performance

Efficiency increase along the value chain

Better to grow quickly and scalable

Clear and transparent decision making

Business Sustainability

Shorten time-to-market

A resilient operating model, which is implemented across the board, needs to consider essential steps



Assess the current state.
Identify and define key stakeholders
What is working, what isn't?

Evaluate the need for change, getting employees excited / mobilized to change
What is the critical path?

Get the right people together in a strong team
Who's viewpoint is important to build the future?

Define the future design principles
How will the organization work together to achieve the strategic goals?

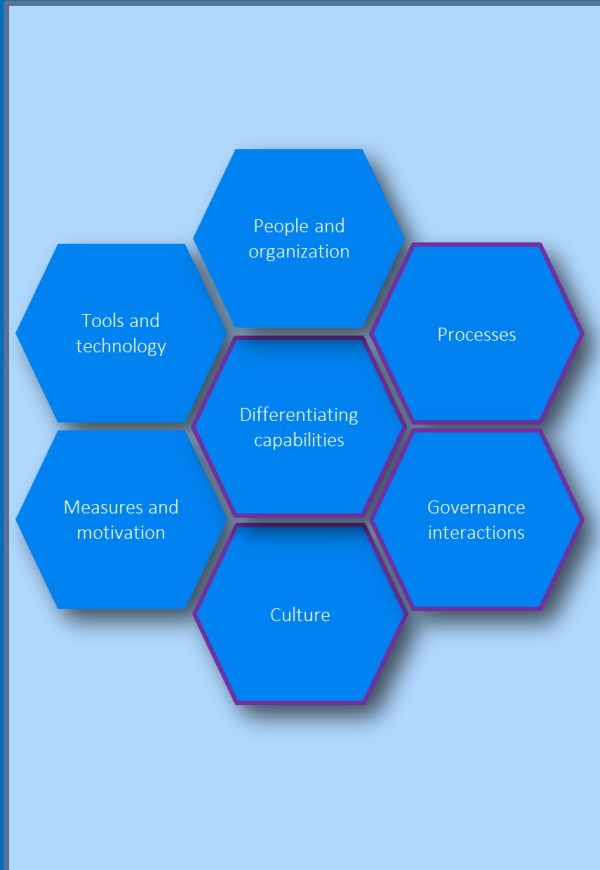
Define your future operating model
Which critical elements should be included in the future model?

Put all input und decisions together in a blue print and make it accessible
Who is the target group?

Implementation by pilots

i-tec can help

We guide you in enhancing your operating model: from strategy to delivery



We build or finalize your business strategy
and focus with our clients to finalize the why and guides the content of the operating model

We manage your lean process design
and document it in an easy way with our deep experience in methodology for running projects

We accompany your teams in piloting and implementation where teams are able to run the change. We can also provide co-leading in implementation projects.

We define the operating model with our clients
and determine the unique content of your building blocks

We align managers and staff
by steering the engagement of leaders and staff and the preparation for change

To enable growth processes and to develop new ideas, an independent external view of experienced specialists is extremely important.

An experienced team, which has successfully implemented intelligent and sustainable solutions for its customers for more than 20 years, will support you.

Stefan Pletsch

Managing Director & Partner
i-tec Business Consulting UG

Agnes-Pockels-Bogen 1
80992 München



+49 170 68 21 394



s.pletsch@i-tec-consulting.com





feedback, comments, questions?