

Execution Performance Assessment™



Quantum Leaders

The Living Organization®

Why Execution Performance Assessment



The key to Success - Execution

Every leader knows that success is defined by the organization's ability to execute with focus, speed and agility. It is equally important to build for the long term while executing for the short term. The first step is to clearly identify the current state of the critical factors that determine the organization's capacity to execute.

The Critical Factors

Ultimately execution is a function of the capability and maturity of the people, operating with highly effective processes, inspired and motivated by their leaders. The capability and maturity of the people determine their ability to respond appropriately to any given situation. Effectively defined business processes help guide the efforts while allowing sufficient fluidity to be agile and responsive. Inspiring leadership set the context, develop the people, build community and are in service.

Critical Success Factors

- Financial Performance
- People Capacity
- Leadership capacity
- Business Model & Process Effectiveness
- Customer Focus

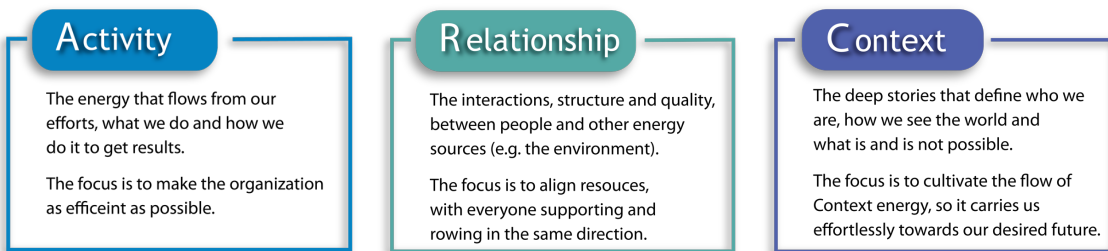
The Living Organization® Execution Performance Assessment (TLO-EPA™)

As a leader you have a wide range of assessments available to you. From culture surveys to customer satisfaction surveys. From employee engagement to risk assessment. Each is useful in their own right, but none give you an overall view of how well the organization as a whole will execute.

The TLO-EPA™ looks at the organization as a comprehensive, integrative flow of energy. Based on the ARC Framework™ it evaluates each of the three major domains internal to an organization, people, process and leadership as well as the external domain of customers and suppliers and the results and impact achieved.

What We Measure

Key to The Living Organization® framework is the principle that results are created by the interaction of the flow of three key field of energy.



Almost all of the existing approaches to assessing organizations is based dominantly on the effectiveness of the Activity Field – How well we are doing what needs to be done.

TLO-EPA™ goes deeper evaluating how well the organization accessed all three fields

Activity – Relationship - Context

	Leadership	People	Processes & Business Model	Customers & Suppliers
A	Management	Technical Skills	Workflow & Metrics	Needs & Solutions
R	Teams & Collaboration	Interpersonal Skills	Organization Design & Information Flow	Brand & Reputation
C	Motivation & Inspiration	Intrapersonal Skills	Culture, Norms & Rules	Trend Dynamics

Energy Flows from bottom to top and left to right.

We diagnose blockages from right to left and top to bottom

The TLO-EPA™ consists of 24 questions designed to help your company gain insight into the current capacity to execute. Each quadrant of the ARC Framework™ is represented by two questions. The responses to each question are averaged and evaluated for response distribution. Each quadrant is then assigned a score and a color reflecting the degree of impact, negative and positive, to the organization’s ability to execute.

The 24 Questions

To what degree is your organization achieving or exceeding your revenue goals?	How well do the functional skills of your employees (at all levels) match the needs of the organization?
To what degree does your workforce feel inspired and motivated by your executive team	How well do your organizational units interact with each other to further the objectives of the whole organization?
To what degree does your organization’s workflow efficiently and effectively align with and support your strategic objectives?	To what degree is your reputation and brand a positive influence on the decisions and choices of your customers and suppliers?
To what degree do your employees view their work from a context of personal meaning and purpose, creating commitment to their own and the organization’s goals and objectives?	To what degree can everyone in your organization articulate your organization’s true and Soulful Purpose, desired future state, strategic plan to get there and their role and contribution?
How well is innovation thinking within your organization, whether through products and services, internal process improvement, or both?	How well do you and your leadership team understand the underlying forces that will shape your industry in the future?
How energized, engaged and deeply committed to the soulful purpose of the organization is your workforce?	How well does your company meet the needs of its customers & overall supply chain?
To what degree do you have specific metrics, systems, and processes in place to track your organization’s success in implementing specific initiatives, strategic goals or objectives?	To what degree do you regularly review progress (at least quarterly) against your strategic initiatives to offset the defocusing pull of immediacy?
How well does the information flow among your various organizational units to enable each unit to cooperate and collaborate with each other?	To what degree does your talent management system focus on employee development as opposed to performance review?
To what degree do your employees communicate and collaborate with each other (at all levels), collectively focusing on the needs of the overall organization?	To what degree is your reputation and brand a positive influence in regards to your relationship with your investors and employees?
How well do- your managers (at all levels) implement the organization’s business processes and seek to continuously improve them?	To what degree do your organization’s values and culture - as they are actually lived - align with your espoused/desired values and culture?
How strong are the interpersonal skills of your employees at all levels of the organization?	To what degree are your functional organizations working cooperatively with other groups, versus acting as “silos”?
How well does your organization’s culture guide the behaviors of your employees to effectively and efficiently provide high-value goods and services to your marketplace?	To what degree does your executive team exemplify and create an environment of teamwork, collaboration and building a sense of community?

Sample TLO-EPA™ CHART

	Leadership	People	Process	Customers
A	Q1 – 7.3	Q1 – 6.3	Q1 – 7.7	Q1 – 4.0
	Q2 – 6.0 6.7	Q2 – 5.0 5.7	Q2 – 4.3 6.0	Q2 – 9.0 6.5
R	Q1 – 7.7	Q1 – 7.0	Q1 – 6.3	Q1 – 9.0
	Q2 – 7.7 7.7	Q2 – 7.3 7.2	Q2 – 7.3 7.5	Q2 – 7.7 8.3
C	Q1 – 6.7	Q1 – 7.0	Q1 – 7.0	Q1 – 8.7
	Q2 – 6.3 6.5	Q2 – 4.7 5.8	Q2 – 6.7 6.8	Q2 – 7.3 8.0

