

QUANTUM'S DESIGN METHODOLOGY:

Inventive
INTENSIVE
Intuitive
Comprehensive

**And
it works.**

**Are there
shortcuts to
improving
your business,
its processes
or organization?**

You're under pressure to show results.

You need help to get there fast.

Quantum helps you find the "quick fixes."

But why settle for fleeting, short-term savings when you can have significant long-term results?

Quantum never shortchanges your design effort.

We base our approach on a proven process that helps guide your organization through six momentum building stages.

Why six? That's what it takes to do it right.

The Design Methodology Issue

Sure.

But beware.

Easy come,

Easy go.

For decades, management and industrial engineers defined workflows using programs focused on efficiency. Systems engineers designed the technology to support the work. Human Resources created functional job descriptions and compensation programs for the people who did the work.

But these efforts were rarely connected to each other and they rarely focused on the ultimate customer. When quality programs began to focus on the customer and the end product, they looked at ways to modify existing workflows, but often neglected to look at entire processes, much less at the people.

Quantum's methodology leads you to designs that integrate the four dimensions of processes, people, technology and management systems. Our methodology helps you decide when and what levers to pull to optimize your results.

Recognizing the interdependent connections between dimensions takes a certain amount of intuition. Design, like medicine, is part art and part science.

While no process (the science) by itself can guarantee success, the absence of an effective methodology is surely fatal to these projects. A well designed and executed process driven by effective leadership can move your organization from design to reality and your people from skepticism to commitment.

Based on practical experience, Quantum Consulting Group's methodology incorporates the stages and key components (including the art of design) critical to achieving successful design projects.

AN OVERVIEW OF QUANTUM'S PROCESS

Stage 1: *Formation*

Your project starts when senior management sets design parameters, including purpose, objectives, boundaries and principles. Then they select the core design team. Its members should be respected internal people and enough outsiders to prevent myopia.

Stage 2: *Exploration*

Exploration is essentially the research stage. A cross-functional design team creates a warehouse of knowledge that becomes the raw material for innovative solutions.

The team takes a no-holds barred look at current processes, costs, technology and culture, spotting likely “quick victories”. They ask customers, suppliers and employees for their experiences and ideas. The team identifies external “best practices” – not to copy them necessarily, but to observe other ways of operating.

Stage 3: *Creation*

Creation is where the design team, in a short time period, invents the innovative alternatives at the heart of effective design.

The design team considers questions like: What should the future look like to your customers, suppliers and employees? They imagine all the ways your business could succeed, then narrow the focus to three to five new business models. They define each model at a high level in terms of process, jobs, technology, and people.

Stage 4: *Affirmation*

Specialty teams of experts design the details that would make each model from the Creation stage work from a process or functional view such as technology, human factors or specific business processes. They also identify costs, pros and cons and assumptions for their detailed designs for each model. The key is their charge **to make each model work efficiently**. This often leads to breakthrough designs in all their models.

The design team then develops a recommended business model that integrates the most promising features from the updated Creation stage models, where possible. Next senior management decides whether or not this model, with its processes, captures the future they envision and fulfills their objectives.

At the end of this stage, the organization has completed the design phase. Quantum is routinely commended for the efficient, but thorough and creative, yet practical, designs the methodology creates through these stages.

Stage 5: *Transition*

Approving a well designed model is no guarantee of ultimate success. Without careful planning for the transition, implementation can become fragmented, piecemeal and less than successful.

A transition team, with a core of design team members for continuity, must develop the strategies, tactics and multiple projects that are needed to move the business from where it is today to the approved design starting with quick victories.

Quantum has a powerful, but efficient, approach to defining, planning and integrating these transition projects. It generates understanding and commitment across a broad segment of your organization necessary to make the model a reality. Quantum's assessment of barriers to success unique to your organization can also be requested at this time. See our brochure on gaining the support of your employees.

Step 6: *Implementation*

With all of the steps carefully planned during the transition phase, your organization will be ready to implement under the direction of a management team. This team must continuously monitor the projects, labs and pilots and ongoing results against objectives to assure they are achieved.

Quantum has an optional service to periodically review the current state of implementation compared to design features and intent. This review provides an informed outsider's perspective on project status that will surface implementation issues such as design deterioration.



ABOUT QUANTUM CONSULTING GROUP, INC.

Since the company's beginning in 1992, Quantum has designed, guided and participated in a variety of successful design projects. We bring strong methodology, facilitation, coaching and imagination that sparks the creativity within your own people and gains their commitment. However, we don't come to your organization to provide cookbook answers.

The Quantum methodology provides structure without the stifling rigidity so often found in other methodologies. After exploring your situation, Quantum tailors its approach and facilitation specifically to your needs.

To achieve success requires turning your people into high-performance teams capable of effective design and implementation. Quantum excels at building teams from senior management on down. It brings a track record of success in transforming small or large groups of individuals into these highly motivated teams who achieve their mission.

A senior executive at one of America's leading property-casualty insurers says:

"Transformation requires a paradigm shift in the people of an organization, from the design team all the way to the ordinary worker. Paradigm shifts do not occur by formula, algorithm, or canned approach. They occur by alchemy."

"Once achieved, they require physically, emotionally, mentally, and sometimes spiritually, accepting something you've never seen, don't necessarily understand, but now truly believe in – like better jobs, better service, and being treated differently."

"Carol Rady and Quantum Consulting are outstanding at marking the path to that moment when the paradigm shifts."



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