



Generate Increased Performance Now and Over Time

Persistent Performance+

Thought Leadership Report

Today, it is rare to find a public or commercial sector organization that is not involved in an ongoing battle for its future. Competition is fierce and persistent, rapid results are called for and sustainability of those results is critical to survival. Yet even sustained accomplishments are short lived in the face of what has become the new norm, a never ending “call for action.” Businesses are challenged to Increase Performance and Sustain Gains with fewer resources available and at less cost and then do it all over again even before the process is complete.

- ...provide more value for customers and stakeholders by delivering more at less cost
- ...produce higher quality products and services and deliver them quicker and more reliably
- ...increase the safety of the workplace, protect the environment and take care of people

This new norm has changed the game, requiring businesses to continually deliver bottom line results and establish performance improvement as a core competency across their full set of business functions. Given the level of competition, survival requires significant levels of effort in order to uphold the day-to-day performance of the business in its current state, respond quickly and effectively to near term performance needs, and pursue strategies that satisfy long-term performance goals.

Given the complexity of most business environments, survival requires successful improvement take a wide variety of things into consideration.

- The roles Information Technologies could play in optimizing performance
- The capabilities and alignment of People Processes and Technologies
- The impact of Social and Cultural realities on business performance
- The implications of emerging Environmental, Political and Legal mandates and requirements

In light of these realities, MainStream GS continues to update its services and offerings to assist businesses by integrating services with client operations. Doing so assists clients to achieve their most important performance goals and fills any void of performance improvement competency and/or business function subject matter expertise to meet near term needs. MainStream GS works to transfer those competencies

to the client organization so they become increasingly able to pursue their long-term strategic goals.

Persistent Performance+

MainStream’s Persistent Performance+ is a results focused set of scalable

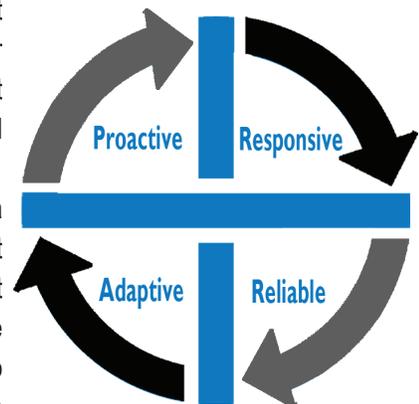


offerings designed to assist clients in making substantial increases in business performance and developing their performance improvement capability for the long term. Scalable in that its foundations are applicable to a single improvement project or a comprehensive strategic effort. For the long-term in that, it sets those foundations and transfers knowledge and competency to client staff in the course of executing small and large projects alike.

- Persistent - improvement is a never ending journey
- Performance - business results are king
- + - the best and most sustainable solutions require broad collaboration

Persistent Performance+ is built on the foundation of four key attributes:

- **Responsive** – Ensure calls for improvement are met with an appropriate sense of urgency, bias for action, and follow through to the implementation and results
- **Reliable** – Establish roles and responsibilities and develop sufficient capability to respond to the call for action and manage the change to a beneficial result
- **Adaptive** – Pursue breakthrough where and as required without reservation, augment internal subject matter expertise with relevant external competencies and perspectives
- **Proactive** – Build a proactive environment around the improvement whose members are ready, willing and able to uphold the implementation and continue to pursue perfection





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These four key attributes are applicable to every circumstance involving the need to improve. In small projects and large initiatives alike, these attributes can be easily integrated into an organization’s environment and complement one another to guarantee adequate and sustainable improvement results. Over time, organizations develop an increasingly firm foundation from which they can confidently and reliably manage their emerging improvement needs for years to come.

Results

MainStream GA was engaged by a large industrial complex to assist them in abating over 30 OSHA citations that had recently been issued. A Rapid Response Team of high level subject matter experts was assembled and chartered for action with clear roles and responsibilities to manage the effort, and the work of problem solving commenced. During the engagement, it was revealed that the causes of the citations were broad ranging, having not only to do with how the safety system itself was working, but also how the behavior of people throughout the organization had been conditioned over time to respond in certain ways toward safety matters. Based on these findings, team makeup was augmented with subject matter experts qualified in the areas of safety management, workplace culture and labor relations.

As the work progressed it became increasingly clear that the causes being addressed to improve the safety of the workplace were also

responsible for diminished productivity and cost increases. Through an adjustment in scope and the addition of teams to address the productivity performance, the work that originally began with a narrow focus on safety, began paying dividends in the areas of productivity and cost reduction. Working alongside the client, personnel learned the required disciplines and subject matter expertise required to sustain not only the specific solutions being implemented, but to apply the principles behind the solutions to emerging improvement requirements.

This responsive, reliable, adaptive, and proactive approach continues to evolve and provide an increasingly solid foundation and effective execution capability to increase performance and sustain gains.

Learn More

If dramatic performance results now and over time are of interest to your organization, contact MainStream today at info@mainstreamgs.com or 877-785-4888. Let us discuss how this approach can integrate with your current environment to drive increased performance now and ongoing.

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Results

