

OUR DISCOVERY PROCESS

At **Outcome over Output** we bring decades of hands on experience to help you overcome challenges that impact team performance, delivery speed, and organisational success. By applying systems thinking, team dynamics expertise, and lean/agile principles, we work with leaders and team members, to ensure sustainable results.

This factsheet explains how we work with you and your teams to understand your current process and identify bottlenecks and potential areas for improvement.

Each organisation is different, and we always take a tailored approach to your unique situation.

Collaborative Sessions

Typically, we will run several collaborative sessions with your team to ensure that we have a good understanding of your current processes. We understand that your teams are busy with their day-to-day work, so we will always look to minimise the number of group sessions and run these sessions efficiently at a time that is convenient for your team.





Kick-off session - an initial meeting with the key stakeholders. In this session we will talk through your current process at a high level, get an understanding of what you'd like to achieve and agree on some goals and metrics. We will also create a working agreement and talk about the timescales and schedule for meetings and workshops.

1-1 Sessions – we will hold 1-1 sessions with your team to build up an overall picture of your current process and to document what is and isn't working well. We'll surface pain points and explore the cause and effect of the problems. We will use the information from these meetings to create a Current Reality Tree which will help to identify the root causes.



Workshops – we'll facilitate collaborative workshops with your team. For example to visualise the end-to-end process, pain points and identify the constraint and root causes of your issues. In these sessions we will create a diagram of your process and will use any data you have around queues and timings to help identify the constraint (bottleneck) within your process.

Training and Support – we can provide your team with training and support to embed the learnings and to help the team become self sufficient over the long term.



Assessment

We will share our findings and insights with you on a regular basis as we go through the discovery process and at the end of this phase we will provide you with the following documents:

- An **executive summary** and **report** of our findings.
- A **root cause analysis** (using a *Current Reality Tree* diagram), which shows the cause-and-effect relationship of the problems within your process and identifies the root cause(s).
- A **process map** annotated with pain points and metrics.
- Recommended next steps.

Next Steps and Implementation (Post Discovery)

After the discovery phase we can work with you and your teams to create an improvement plan and implement changes to address the bottleneck and the root causes of the problems identified.

Ready to get started? To receive a free, no-obligation quote or discuss available dates contact us, today.

