



# TOPGUN PROGRAM...

## A Coordinator-for-Change Training package.

*"Helping Organizations Find that  
Lever for Change and Improvement"*

*Delivered by the Author of the book: **CYCLE TIME MANAGEMENT**  
The Fast Track to Time Based Productivity Improvement*

## Program Outline

*TOPGUN* provides an intensive and experiential environment for training the *Internal Change Agent or Continuous Improvement Coordinators*, or Operating Managers who must undertake significant Business Improvement activities.

*TOPGUN* is designed to help build a powerful, internal resource in your organization. It will inspire the participants to learn LEAN thinking principals and become dynamic planners, facilitators of change and trainers/coaches for other people on the concepts and imperatives for Continuous Improvement and Business Success.

Change Coordination is one of the most important skills for today's new leaders. The demand for this skill is perhaps the fastest growing need now and in the future.

We will show you *how to*:

- Install new Business improvement concepts and measurements into your organization.
- Create new **LEAN thinking to break** from old paradigms and traditions.
- Develop and undertake a business improvement **Evolution Plan** to gain a competitive edge.
- Turn teamwork into team results and make change happen.
- Reduce the resources needed to run the business so they can be redeployed to achieve even greater results?  
Also, reduce the time needed to make important decisions.

We will teach and coach you through our "Vision Tools" to transform the business architecture.

*TOPGUN* will assist you in developing your organization's Evolution Plan in real time!

The TOPGUN Program is subdivided into the following stages: -

- 1/ **Pre-assessment** to both qualify the participant and understand the specific requirements so we can customize the delivery to suite that requirement.
- 2/ **Education** (customized based on the pre-assessment)
- 3/ **Draft Evolution Plan** (developed by the participant and supported by the instructor)
- 4/ **Review of the Evolution plan** by others in the participants organization
- 5/ **Final follow-up** and closure of the program.

The Program is interactive with the education and coaching supporting the participant as they learn the concepts and tools and then with coaching support develop their own Evolution Plan.

The Program is designed to be delivered and supported with a budget of 16 hours of training and coaching support, although this can be extended depending on the participants needs.

## **Pre-Assessment Process**

The TOPGUN program content is intensive and will involve the participant in a pre-planning Assessment that will determine participant's base level skills, knowledge and the specific business situation and requirements.

A base level of knowledge, experience of business imperatives and continuous improvement concepts, basic communication, facilitation and presentation skills will be necessary to allow entry to *TOPGUN!*

This pre-assessment will better determine the knowledge and "*business skill gap*" that must be filled to operate as a highly effective "Agent of Change" and be able to lead the implementation of your own business Evolution Plan.

## **The TOPGUN Instructors Approach....**

We will provide a full range of 'Workshop Material, Training Packages and Analysis and Assessment Tools for installing an Evolution Plan and a dynamic change and Continuous Improvement Environment to continuously improve the key business imperatives in all facets of your business.

Our Business Change Implementation Process is well proven and documented, and will be experientially transmitted to the *TOPGUN* participants, and will be customized to suit the individual business situation.

We will provide a *TOPGUN* Coordinator's Manual, Facilitators' Skill Reference Guide and various templates and outlines for change coordination, Evolution planning and implementation.

In addition to the Coordinator's Manual, you will have the opportunity to relate to the Consulting Team's experience, expertise and technical know-how that has been developed by having "been there"!

## **Education ...**

This is modified from the list of topics below to suite the client situation and is based on the pre-assessment effort.

Education is then delivered in a workshop setting or a series of small group coach sessions to study:-

### Key Improvement Theory

- Business Paradigm Shifts and key imperatives for success.
- Changes in the global marketplace
- The customer versus shareholder satisfaction pendulum.
- 21st century Business leadership Vision tools and leadership techniques
- World Class "Lever for Change" concepts
- New organizational models, tools, and techniques for change.
- Responding to change within/without the organization
- People, the drivers of change and empowerment.
- The learning organization/communication highway
- Case studies of business practices, business examples and a history lesson that makes the point.

### The Role of the Change Agent / Improvement Coordinator

- Coordinator's Operating Manual.
- The art of change coordination
- Communication skills, tools, and techniques
- Facilitation style / skills / manipulation techniques
- Consulting tactics and "avoid the expert" syndrome.
- Supervisory Role Clarity package
- Project Leadership skill outline and checklist.
- Handling conflict and diversity at all levels
- Understanding group dynamics and development.
- How to develop your image and style as a Coordinator
- Top 10 problems / challenges to making change happen.
- Potential solutions/fixes
- Managing diversity and conflicts

### The Key Business Improvement concepts and Benchmarking 5 Business Loops

World Class Improvement Concepts. (LEAN / SIX SIGMA)  
Customer satisfaction.  
Total Quality Awareness  
Linear flow  
ERP and Business Systems  
New Product Introduction & Design for Manufacturability.  
Supply Management  
Total Productive Maintenance.  
Work-cell Approach and how to build it.  
Activity Based Costing  
Computer Integrated Business... The INDUSTRY 4.0 challenge

#### Business Improvement Tool Kit.

The 5 business loops for process segmentation  
The 3 Tier Change Structure (vision, improvements, practices).  
Organizational mapping  
Baseline / Entitlement / Benchmark measurements  
Cost/Time profile-working capital analysis template.  
Practical visioning and breakthrough thinking  
Performance measurement analysis and planning  
Benchmarking the tangible and intangible improvements.  
What and why and where do you go for information?

#### Financial Savings Model for Continuous Improvement

Financial savings models  
Performance Improvement Ratio  
Benchmark Analysis.  
Cycle Time improvement calculations.  
Summary of cost benefit analysis  
Budgetary estimate of cash outlay.  
Return on Investment (ROI).  
Detailed cost calculations.  
Summary of savings

#### Business Change Building Blocks and Structures

The 12 Step Process for Change.  
The Evolution Plan concept & structure template  
The Approval Team concept  
The Planning Forum & Review Team Format.  
Change process strategies and customizations.  
Improvement projects definition and prioritization matrix.  
Education requirements template / format.  
Maintenance of the Evolution Plan.

### **The Business Evolution Planning Process**

The Participants will be supported as they use the techniques and tools learned to undertake their own Business Assessment and develop an Evolution Plan for their own organization.

We will assist the participants as they:

Select and develop the appropriate framework for change.

Prescribe the various Education and Training Specifications for the people within the organization.

Develop and document the Evolution Plan with the key improvement Programs and projects.

Define the implementation schedule.

This will include using the "Vision Tool" to better understand the outcome and prerequisites for the organizational change journey defined in the Evolution plan.

Note: This planning process will require extensive post-classroom study time by the participants.

### **The Outcome....**

An ongoing Evolution Plan for change and improvement with measurements and deliverables!

### **Support options**

The program can be delivered as a standalone coaching package to individuals as well as an internal group workshop framework.

The Program can be delivered remotely, but at least one on-site visit by the TOPGUN course provider is highly recommended, so that the local environment can be assessed.

### **Fee structure**

The Program budget is 16 hours of Education and coaching support at a total fee of \$3000 and the Pre-assessment is provided free to quality and define the final budget for the Program.

A typical TOPGUN program support budget can be as follows:-

2 Hours to work with the participants to undertake the pre-assessment process

8 Hours of classroom style education .... dependent on the pre assessment outcome

4 Hours to support the participants building the Evolution plan.

2 Hour Program completion and definition of further ongoing support as defined.

NEXUS CONSULTING SERVICE

Tel 905 464 5517

Email: [nsouthway@bell.net](mailto:nsouthway@bell.net)

Website: [www.nigelsouthway.com](http://www.nigelsouthway.com)