

Organizational Excellence and Strategy



The Path to Organizational Excellence

START



TRAINNOVATIONS

Consulting & Training

Moving Your Organization from Better to Brilliant!

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Organizational Excellence and Strategy

WHAT WE DO

We help you achieve excellence and develop a successful long-term strategy by offering expertise, objectivity, and an external perspective.

We offer assessments and diagnostics using environmental scans, SWOT, and Current State analysis to provide a clear, data driven picture of where you stand today. We bring expertise and best practices to develop strategies that move you towards excellence and long-term success. We provide objective and candid feedback and recommendations. We help you define and clarify your Vision, Mission, Strategic Goals and Values in cooperation with Elected Officials, Staff and the Community. We identify alignment of projects to goals and to Vision and Mission so you move forward with an integrated and cohesive approach.

WHY YOU NEED THIS!

STRATEGIC PLANNING

Strategic planning is a vital process for local governments to create and achieve their vision for the future. It aligns their actions and resources with the community's needs and preferences and adapts to changing situations and challenges. It helps to improve operational efficiency and effectiveness and provides a foundation for tracking progress and performance with metrics that matter. The strategic plan guides economic development, interagency planning, collaboration, and coordination. The strategic plan supports the city's responsibilities to citizens, businesses and visitors, and its social responsibilities.

ORGANIZATIONAL EXCELLENCE...

is a holistic approach encompassing all aspects of your organization: people, processes, culture, technology and strategic focus. It is important because:

- It allows you to maximize efficiency and productivity which results in lowered costs and higher quality service delivery.
- It fosters a culture of creativity and continuous improvement that inspire innovation and new ideas.
- It promotes higher customer satisfaction.
- It promotes employee engagement in and inspires commitment to delivering the best resident experiences.
- It provides a focus on community sustainability and adaptability in order to leverage opportunities to ensure long-term success.

“Traininnovations’ approach to strategic planning was outstanding. The client facing team of Trina and Melinda did an exceptional job for the Town of Palm Beach. They defined and they executed a process that considered all the stakeholders in municipal strategic planning; especially the community. By executing both a targeted resident survey and direct feedback sessions, the Palm Beach Strategic Planning Board felt really informed about the resident stakeholders’ feedback. Having participated in many corporate strategy processes as a senior business executive, I have experienced many levels of strategic planning processes and strategic planning facilitation. I rate Traininnovations at the top of my list of strategic planning organizations. “

A. P. “Skip” Aldridge III, Member, Strategic Planning Board, Town of Palm Beach





Discover Your Core Values

WHY YOU NEED THIS!

CHANGING THE CULTURE THROUGH SHARED VALUES

Developing values that everyone embraces is achieved by ensuring everyone has an opportunity to participate in the development and selection of the values. Traininnovations works, using surveys, interviews and focus groups, to identify and get buy-in from all stakeholders. The Value selection is then presented back to the management team for review, discussion, and final decision making.

Once selected we work with your management team and communications staff to design a comprehensive plan for rolling out the values. The plan is developed with your needs and objectives in mind. Values should be pervasive throughout the organization and we will help you select and prioritize specific processes, such as the hiring process, to launch your values.



Shared Values

Values and culture are foundational to your identity. They influence every aspect of your operation. They provide a framework for decision-making, employee behavior, and organizational resilience. Shared core values drive a well-crafted and well-implemented culture that contributes to an organization's overall success.



When implementing your Core Values it is important that the Values get buy-in from everyone in the organization and that they become more than just a poster hanging in the break room.

Developing your values is a process of involving everyone, getting their ideas and thoughts, and obtaining their commitment to embrace the values in all aspects of their job and service to the community.



Work Innovations

BUILDING HIGHLY EFFECTIVE TEAMS FOR CONTINUOUS IMPROVEMENT

WIN (Work Innovations) is Traininnovations proprietary program structured on the Six Sigma DMAIC concept (Define, Measure, Analyze, Improve, and Control) for continuous improvement. Six Sigma tools are customized to specifically fit government’s world of work models. We work with multiple teams of 4-5 people who are assigned REAL problems in your city. These cross functional teams learn how to define the issue, identify the root cause, identify opportunities for meaningful improvements, create a vision for an improved process, develop a plan of action, and monitor and control the implementation.

At the end of the program your teams present opportunities to improve effectiveness and efficiencies, lower cost, and improve service delivery. And each team member leaves with new skills to help them navigate issues, build capacity, broaden communication capabilities, and a deeper understanding of alignment to organizational goals and mission.

This program is presented in 7 sessions over a period of 8-9 months. In between sessions Traininnovations meets with and coaches teams through their projects.



CONTINUOUS IMPROVEMENT

Continuous improvement is a systematic and ongoing approach to enhancing processes, products, or services. Our Traininnovations team is skilled in various methodologies, such as Total Quality Management (TQM), Lean, Six Sigma, Kaizen, and the Plan-Do-Check-Act (PDCA) cycle. We incorporate key principles from these disciplines to help your organization become Brilliant!

- **Continuous improvement** is not a one-time project or event; it is a perpetual and iterative process. It involves regularly assessing and refining various aspects of an organization to make incremental enhancements.
- **Data-Driven:** Continuous improvement relies on data and performance metrics to identify areas for improvement.
- **Customer-Centric:** The ultimate goal of continuous improvement is to better meet customer needs and expectations. Customer feedback, complaints, and requirements are used to drive improvements.
- **Employee Involvement:** It encourages and empowers employees at all levels to contribute ideas and suggestions for improvement.
- **Root Cause Analysis:** Continuous improvement looks beyond surface-level issues to identify and address the root causes of problems.
- **Systematic Approach:** Various methodologies and tools are employed to guide continuous improvement, such as PDCA, 5 Whys, process mapping, and statistical analysis. These provide a structured, data driven approach to making improvements.

Session	Objectives
WIN Overview and Team Selection	This overview session defines commitments for participants and the overall process. Cross-functional teams are selected.
Define (6 hours)	WIN introduction, project selection, training on clarifying scope, and outcomes. Team building and team tools training.
Measure (6 hours)	Understanding the problem through data gathering and analysis. Refine the Problem Statement.
Analyze (6 hours)	Defining the root cause and using your data to begin formulating potential solutions.
Improve (6 hours)	Generate ideas to address the “vital few” root causes. Create solutions. Design the implementation plan.
Control (6 hours)	Learn how to implement the improvements using monitoring and control to insure quality and effectiveness.
Presentation to Management	All the teams present their projects for management discussion and approval. Celebrate!





CUSTOM SOLUTIONS

We offer tailored solutions for your specific needs instead of generic, “one size fits all” strategies. We work collaboratively with the entire leadership team to uncover and address challenges and opportunities. This provides you with the sustainable, long-term strategies that support your community’s success, prosperity and quality of life.

ADDITIONAL SERVICES

- Elected Official Governance Facilitation
- Department Strategic Planning and Alignment to Vision, Mission, Goals
- Employee Engagement Surveys
- Community Focus Group Facilitation
- Keynote Speaker

WHY YOU NEED THIS AND HOW YOU GET THERE!

PROCESS IMPROVEMENT

What is Process Improvement?

Process improvement is the systematic approach of identifying, analyzing, and improving existing business processes to optimize performance, meet best practice standards, or achieve higher quality. Process improvement can involve making incremental changes or implementing radical transformations, depending on the goals and needs of the organization.

What is the Goal of Process Improvement?

The goal of process improvement is to enhance the quality, efficiency, and effectiveness of a business process. Process improvement aims to identify and eliminate waste, errors, and inefficiencies that reduce customer satisfaction, employee engagement, and profitability. By applying systematic methods and tools, such as Lean, Six Sigma, or Kaizen, process improvement can help organizations achieve higher levels of performance and competitiveness.

How can Traininnovations help me improve my business processes?

Using our Process Improvement methodology based on Six Sigma, Deming’s PDCA, TQM, and the National Baldrige Performance Excellence criteria our team identifies and develops an implementation strategy to enhance the quality, efficiency, and effectiveness of your business process.

“As an educational conference planner with up to 20 speaker sessions a day to coordinate, I worry constantly. But not about Trina! When I have her on the agenda, I can actually relax, knowing, with 100% confidence, that she will always show up fully prepared and at the top of her game; give her presentation with all that she has; and share the most current, leading edge material while engaging the audience, no matter how diverse, with a fun, insightful and practical learning experience each and every time! Trina is a 5 Star Trainer in my book and also an awesome person to work with as well!”

Amy Brewer
Coordinator, Education & Training
The John Scott Dailey Florida Institute of Government

What it means to be your Partner

Partnering with Traininnovations is a relationship based on trust, respect, and mutual value.

- Imagine working in an engaging culture where everyone is motivated to excel and shares your principles and values.
- Imagine enjoying coming to work each day.
- Imagine a connection to a work environment where respect for others, tolerance and acceptance of diversity and experiences is the norm.
- Imagine a world of work where people find joy in what they do and like their colleagues.
- Imagine a community participating in productive discussions and healthy disagreements while treating each other with respect and dignity.

To partner with Traininnovations means to have a shared, common vision of organizational excellence in the service to our Florida communities. It means collaboration to affect positive changes in culture, strategy, and skills that impact our world of work and service delivery.



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