SCALE ARCHITECTS | Powered by Predictable Success

WELCOME!

THE LIVESTREAM WILL START IN JUST A MOMENT

How to Transform Your Org Chart
So You Can Scale Your Organization

Architecting Scale with Predictable Success

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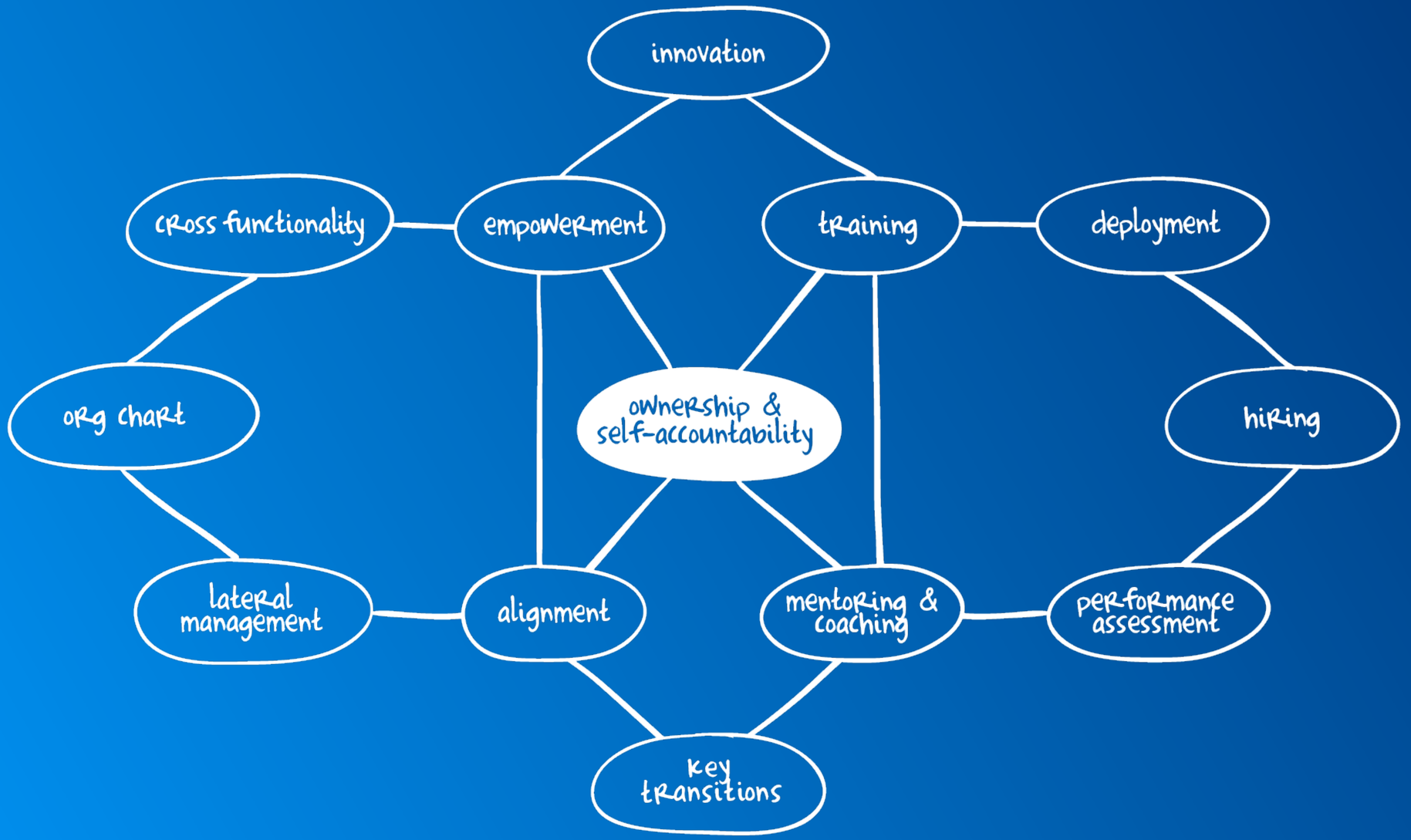
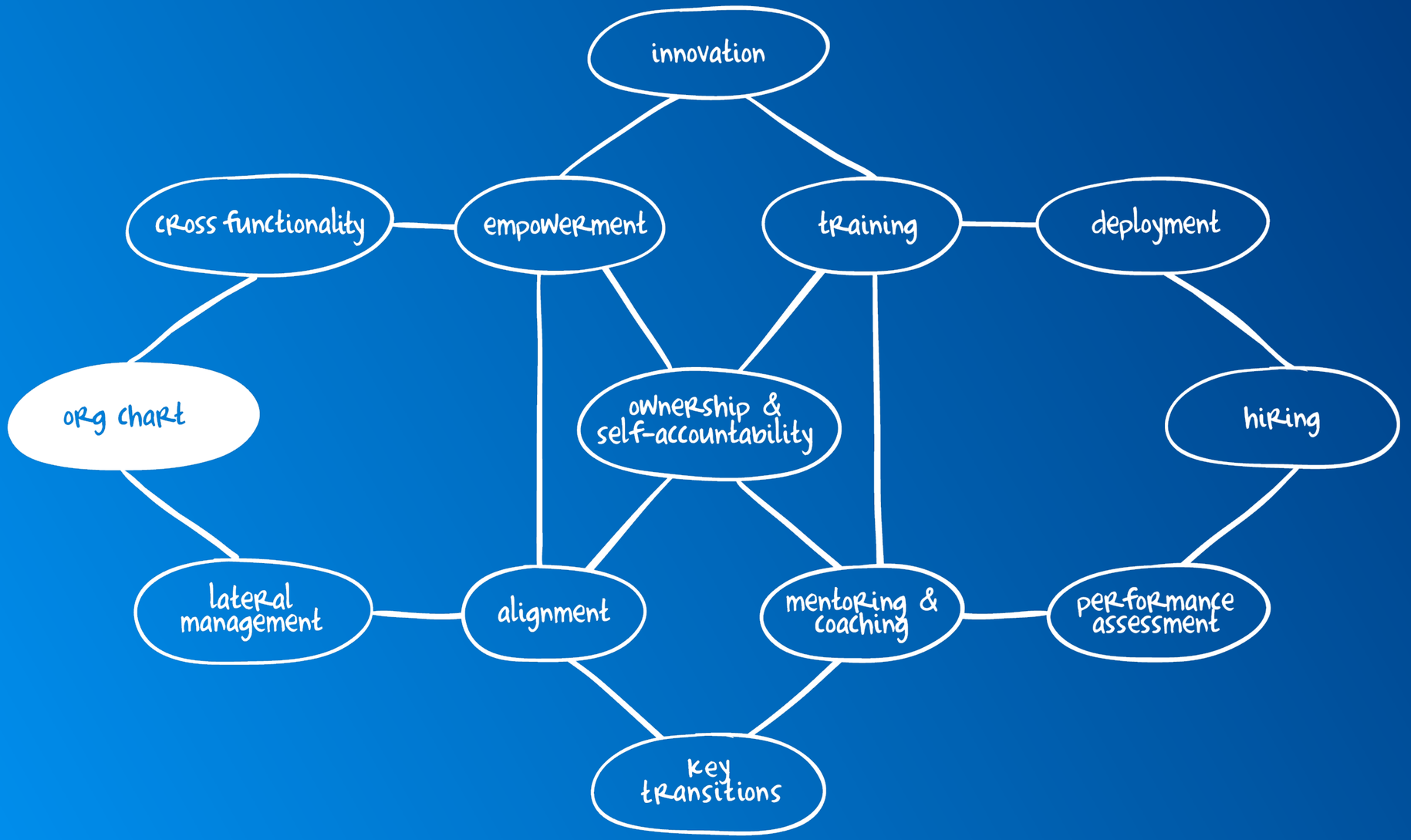
HOW TO TRANSFORM YOUR ORG CHART SO YOU CAN SCALE YOUR ORGANIZATION

Architecting Scale with Predictable Success

THE PREDICTABLE SUCCESS SCALABILITY MATRIX



THE PREDICTABLE SUCCESS SCALABILITY MATRIX



TODAY'S AGENDA

PART 1

Understand the special role of the Org Chart as the essential first step to scale any organization

PART 2

The 5 Key Factors of you need to transform your Org Chart and scale up like never before

PART 3

Identify the practical next steps for you to immediately implement what you have learned

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COMMENTS & QUESTIONS

Use the Q&A box for any comments / observations

SCOTT RITZHEIMER

FOUNDER AND CEO
SCALE ARCHITECTS

Scott has helped start nearly 20,000 new businesses and nonprofits and, with his business partner, started and led their multimillion-dollar business through an exceptional and extended growth phase (over ten years of double-digit growth) all before he turned 35.

He founded Scale Architects to help coaches and consultants like you bring Predictable Success to your career and to your clients! He now spends his time teaching Predictable Success to coaches, consultants, and leaders across the country.

LES MCKEOWN

FOUNDER AND CEO PREDICTABLE SUCCESS

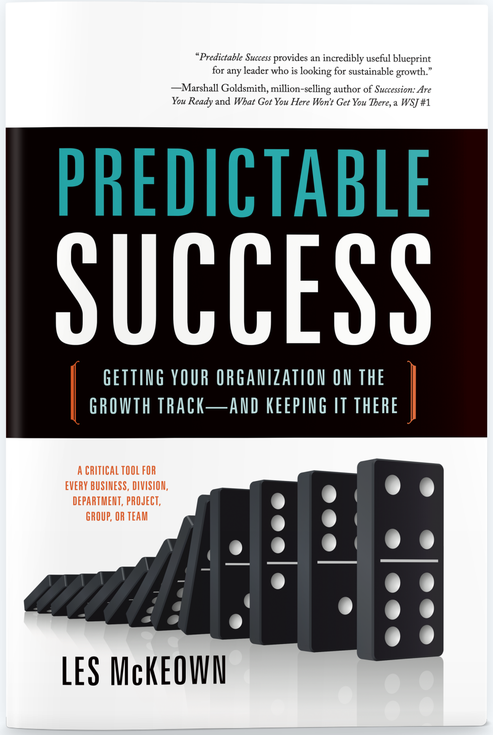
Les McKeown is the President and CEO of Predictable Success, a leading advisor on leadership and organizational development. He has started over 40 companies in his own right, and was the founding partner of an incubation consulting company that advised on the creation and growth of hundreds more organisations worldwide.

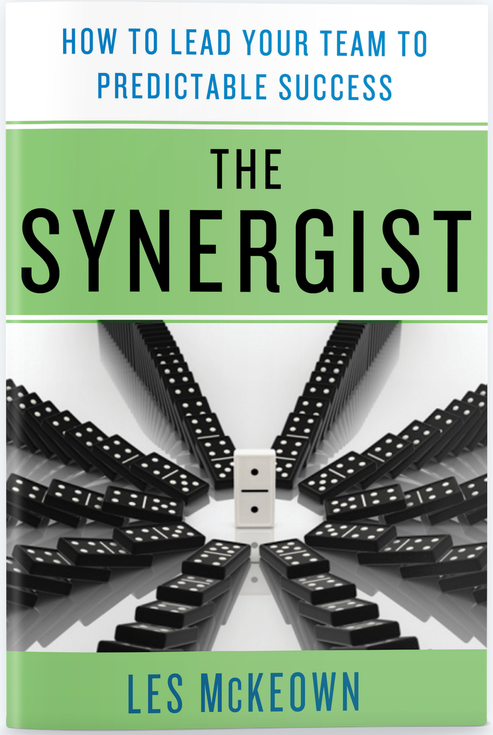
Les advises CEOs and senior leaders of organisations on how to achieve scalable, sustainable growth. His clients range from large family-owned businesses to Fortune 100 companies, and include Harvard University, American Express, T-Mobile (now EE in the UK and Europe), United Technologies, the Pella Corporation and Chevron.

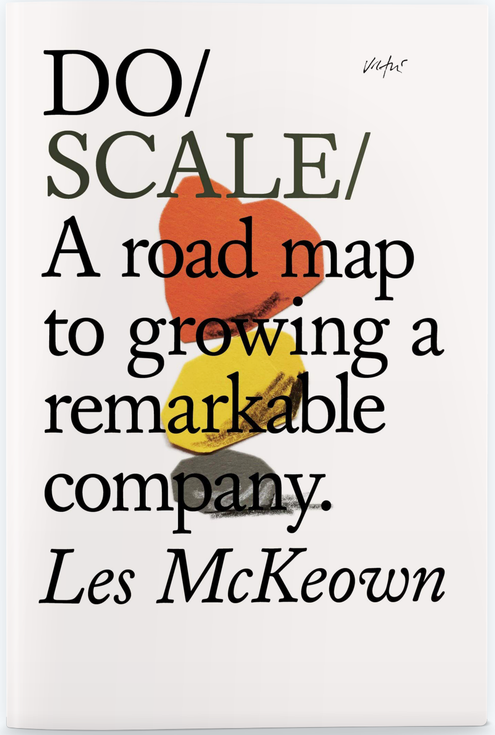
Based in Washington, DC, Les now spends his time consulting, writing, teaching and speaking. Les has appeared on CNN, ABC, the BBC and in Entrepreneur magazine, USA Today and the New York Times. Les is the author of the WSJ and USA Today bestseller, ‘Predictable Success’, ‘The Synergist’, ‘Do Lead’ and ‘Do Scale’.

Les can be contacted at: lesm@predictablesuccess.com
or via his website: PredictableSuccess.com

INTRODUCING PREDICTABLE SUCCESS







INTRODUCING
PREDICTABLE SUCCESS

Alan Mullaly
President and CEO
Ford Motor Company

Marshall Goldsmith,
Bestselling Author
Succession: Are You Ready? &
What Got You Here Won't Get You There

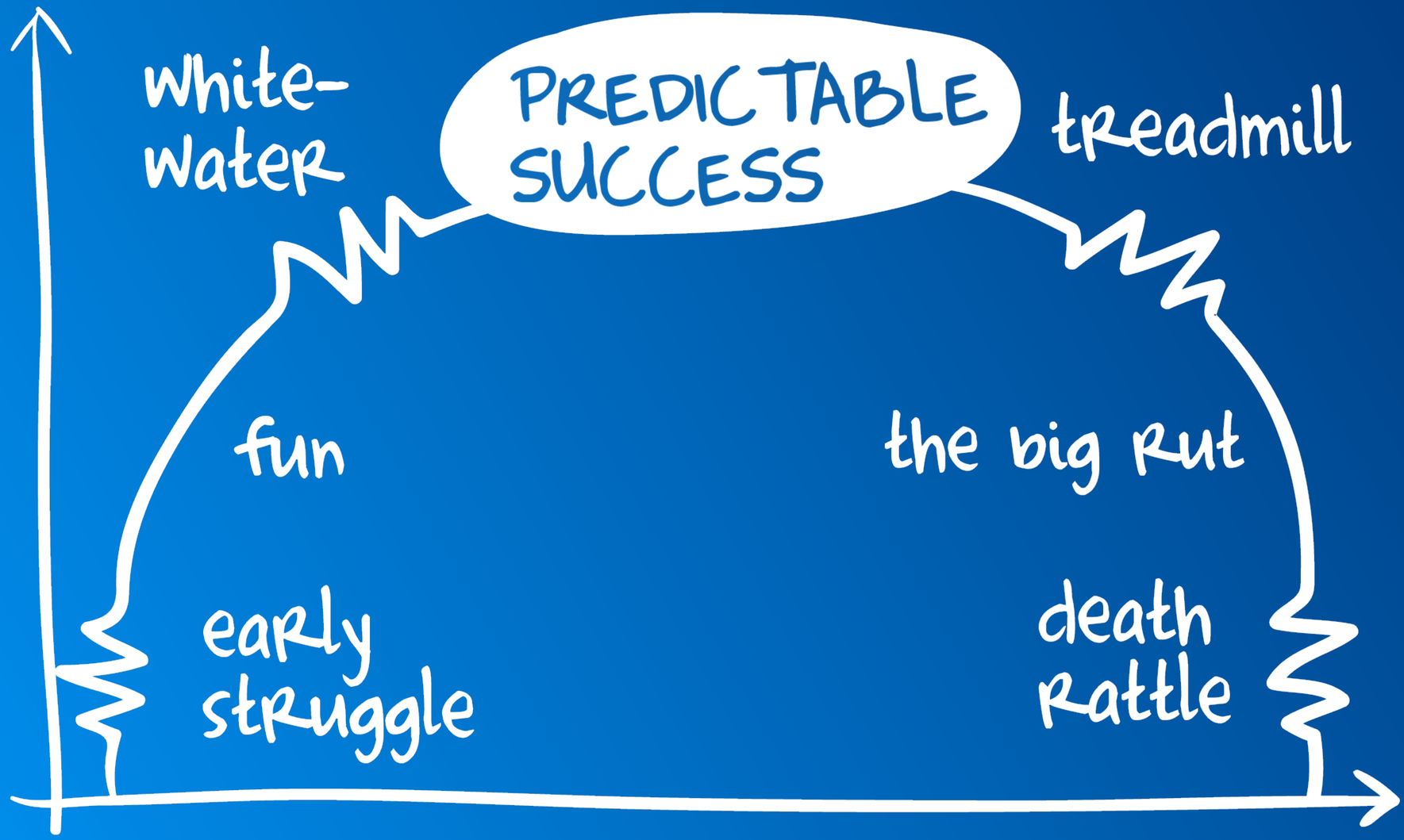
Michael Port
Bestselling Author
Book Yourself Solid

SCALE ARCHITECTS | Powered by Predictable Success

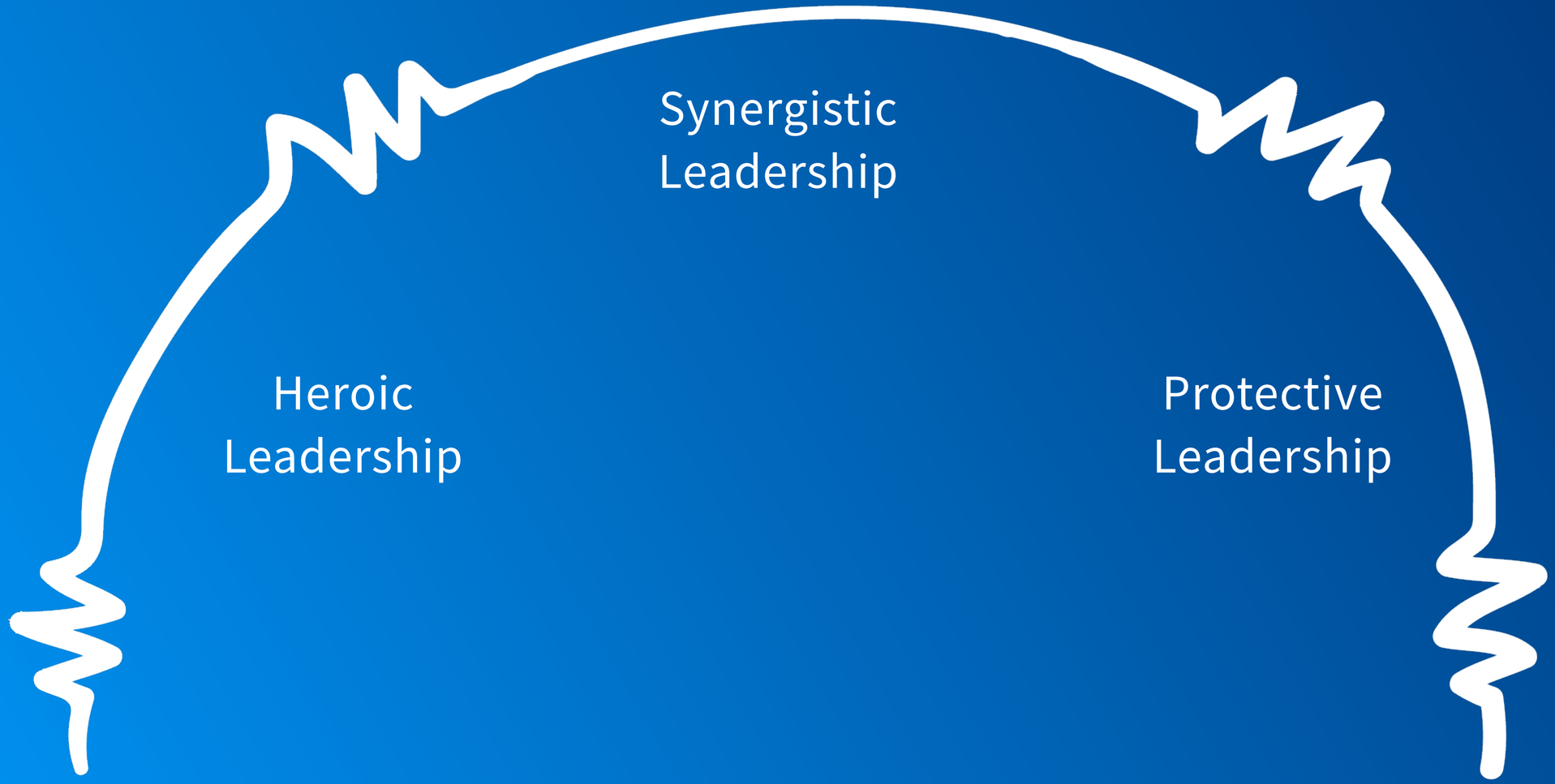
HOW TO TRANSFORM YOUR ORG CHART SO YOU CAN SCALE YOUR ORGANIZATION

Architecting Scale with Predictable Success

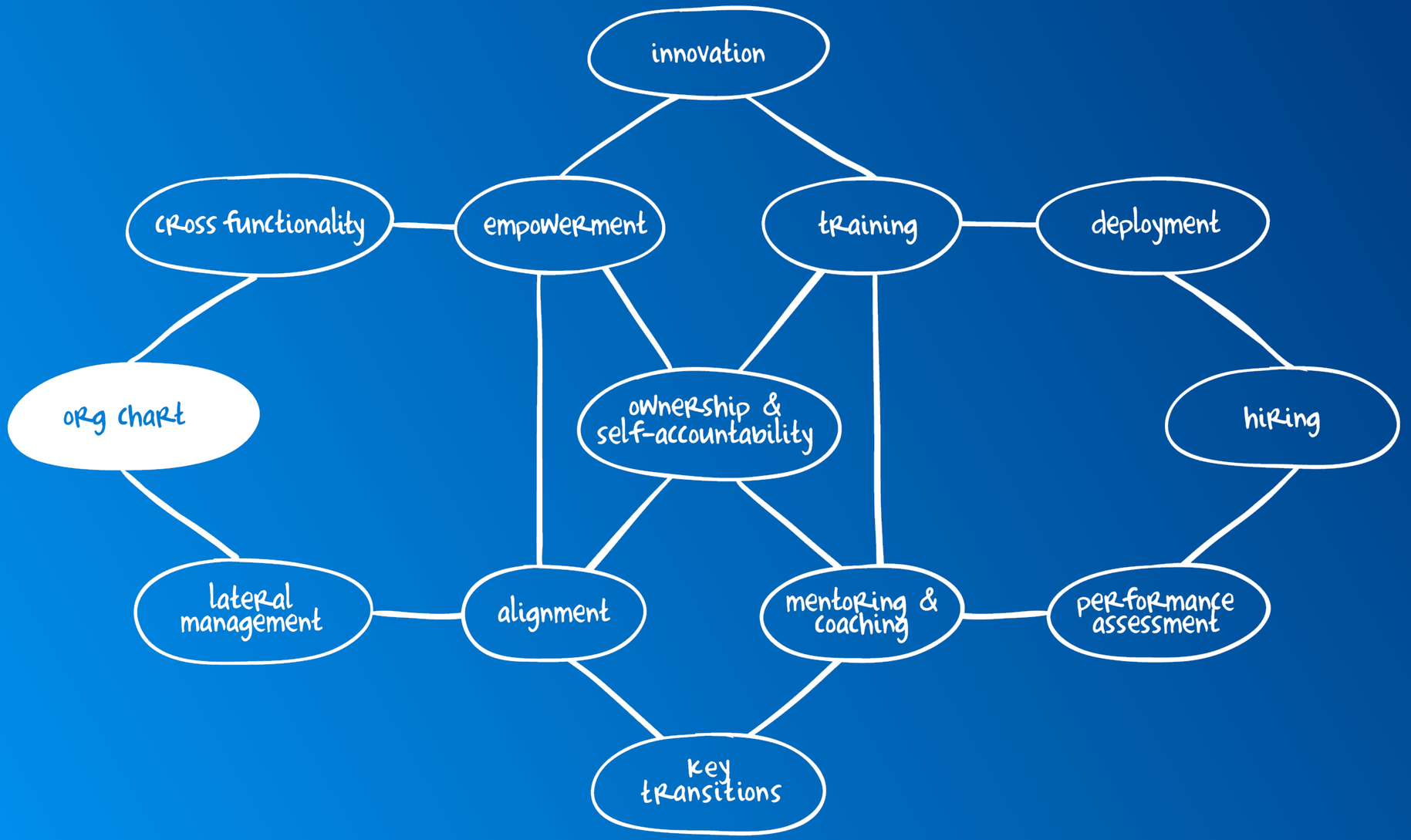
THE PREDICTABLE SUCCESS MODEL



HIGH-QUALITY TEAM-BASED DECISION MAKING



THE PREDICTABLE SUCCESS SCALABILITY MATRIX

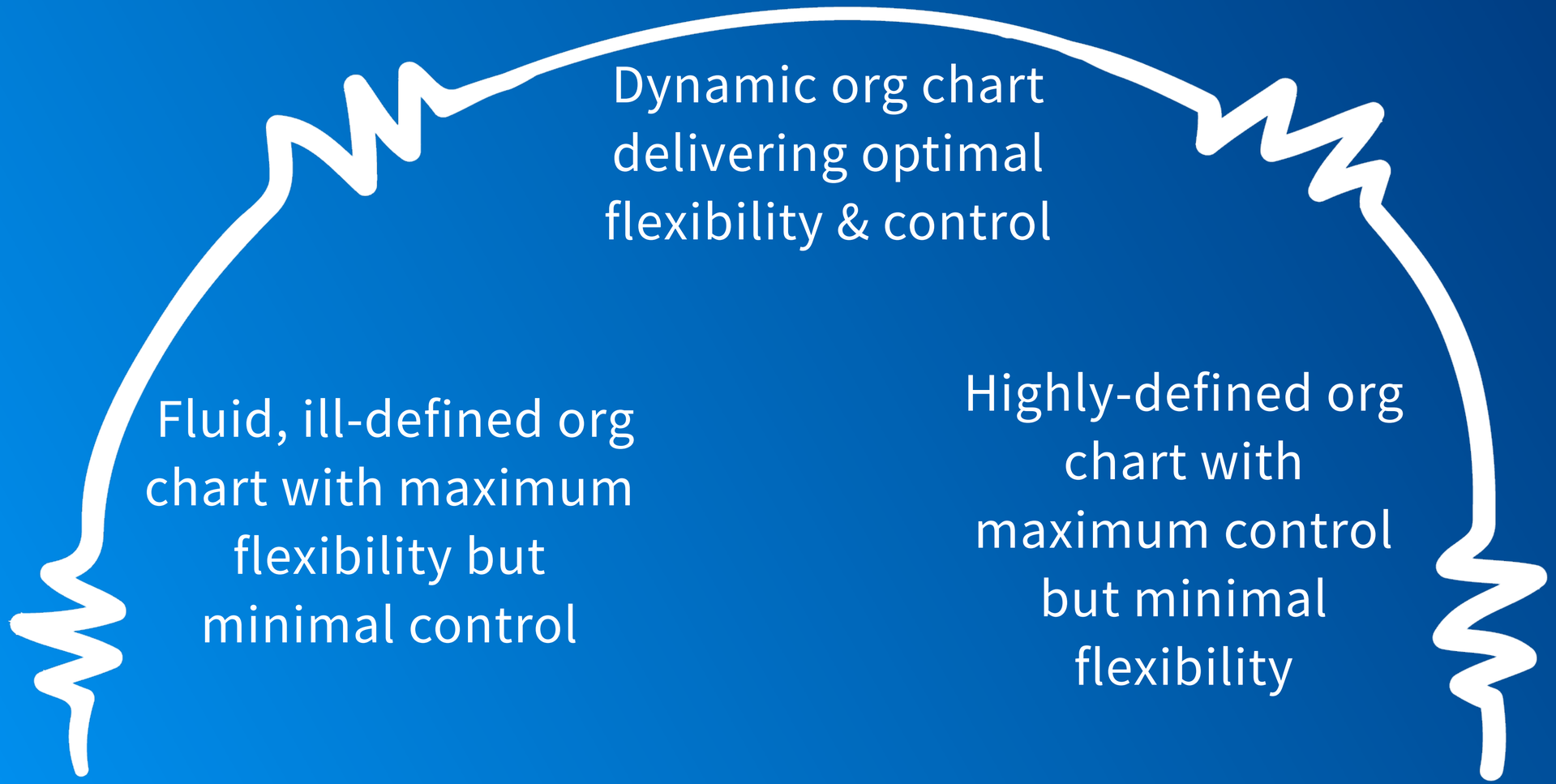


“

The ability of the organization to effectively and efficiently process information in a manner that produces consistently high-quality decisions.

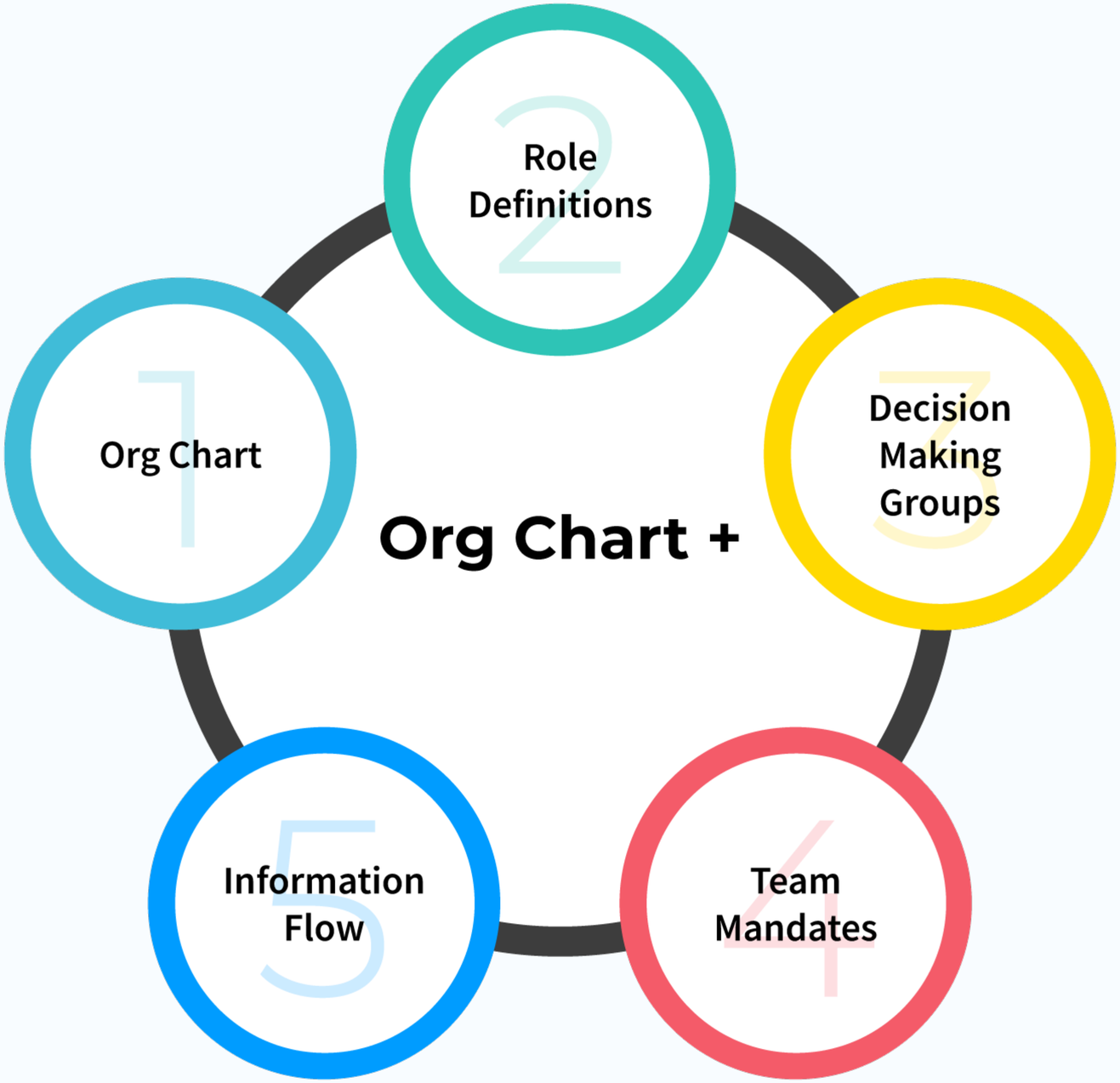
THE ORG CHART: DEFINED

ORG CHART IN PREDICTABLE SUCCESS



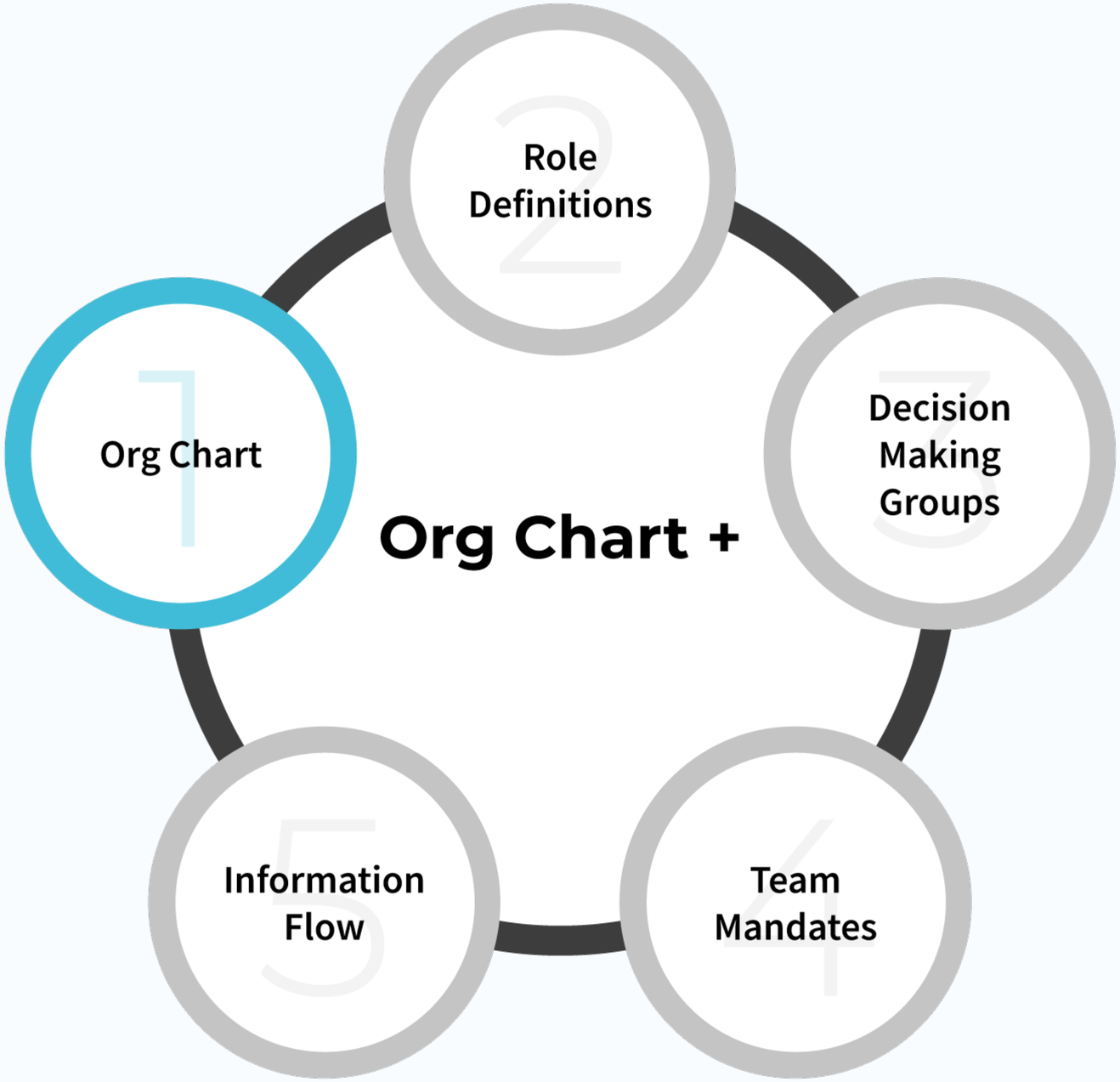
THE FIVE KEY FACTORS

THE ESSENTIAL STARTING POINT TO SCALE ANY ORGANIZATION



KEY FACTOR #1

THE ORG CHART ITSELF



THE ORG CHART ITSELF

FOUR MAIN ELEMENTS:

1. Incorrect / Ambiguous.
2. Not working.
3. Missing (current state).
4. Needed (for Predictable Success).

THE ORG CHART ITSELF

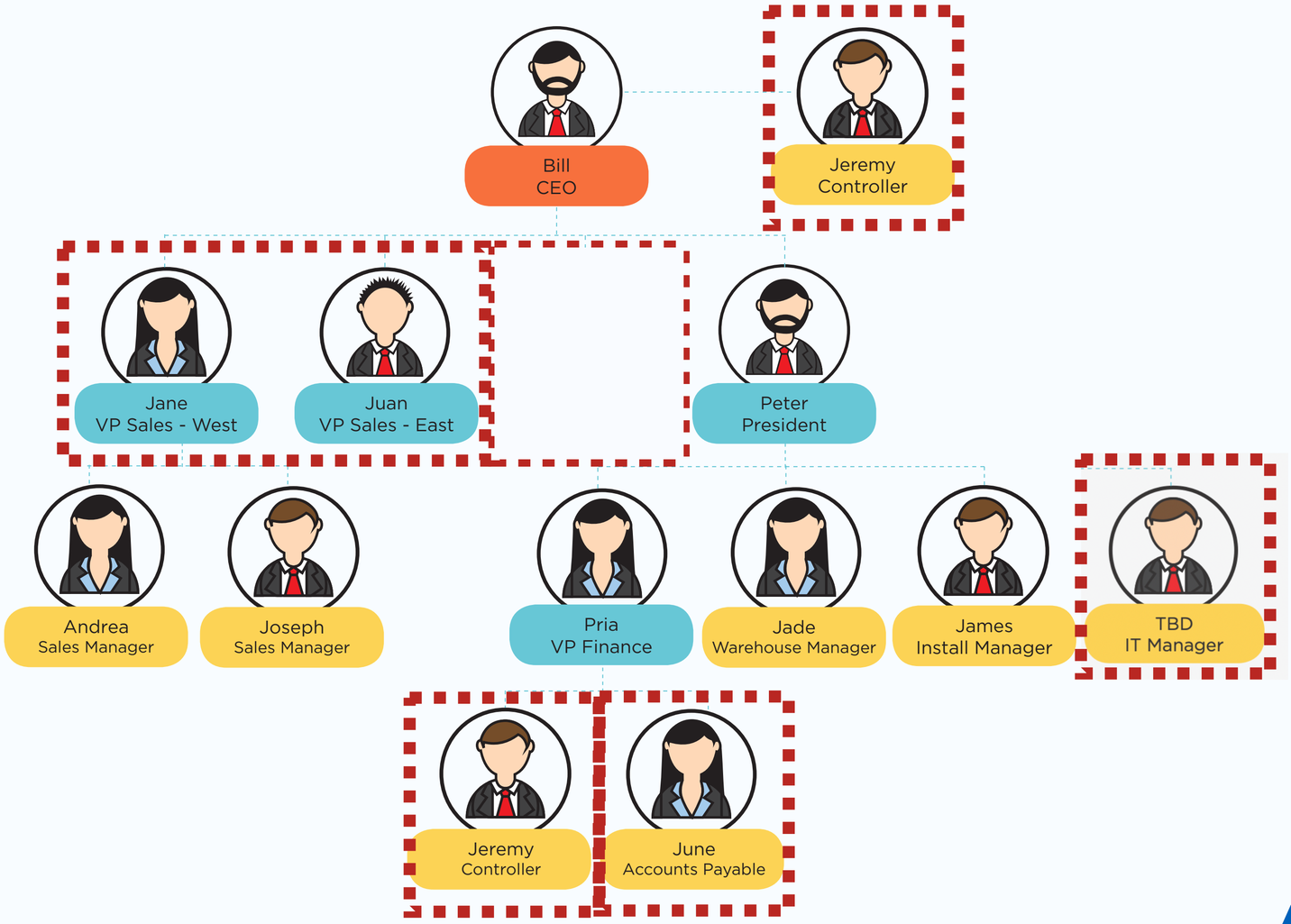
Incorrect

Ambiguous

Not Working

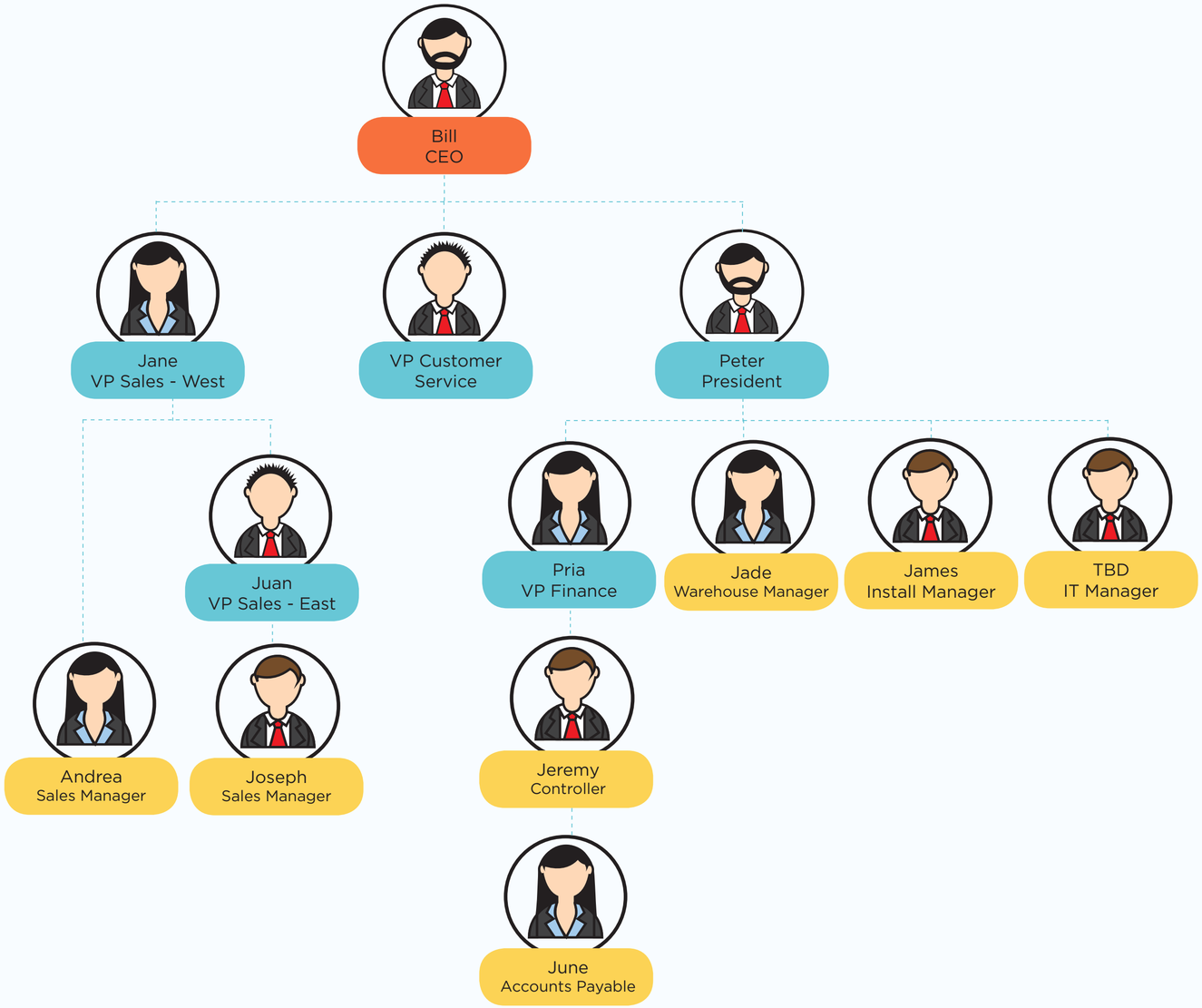
Missing (current state)

Needed
(for Predictable Success)



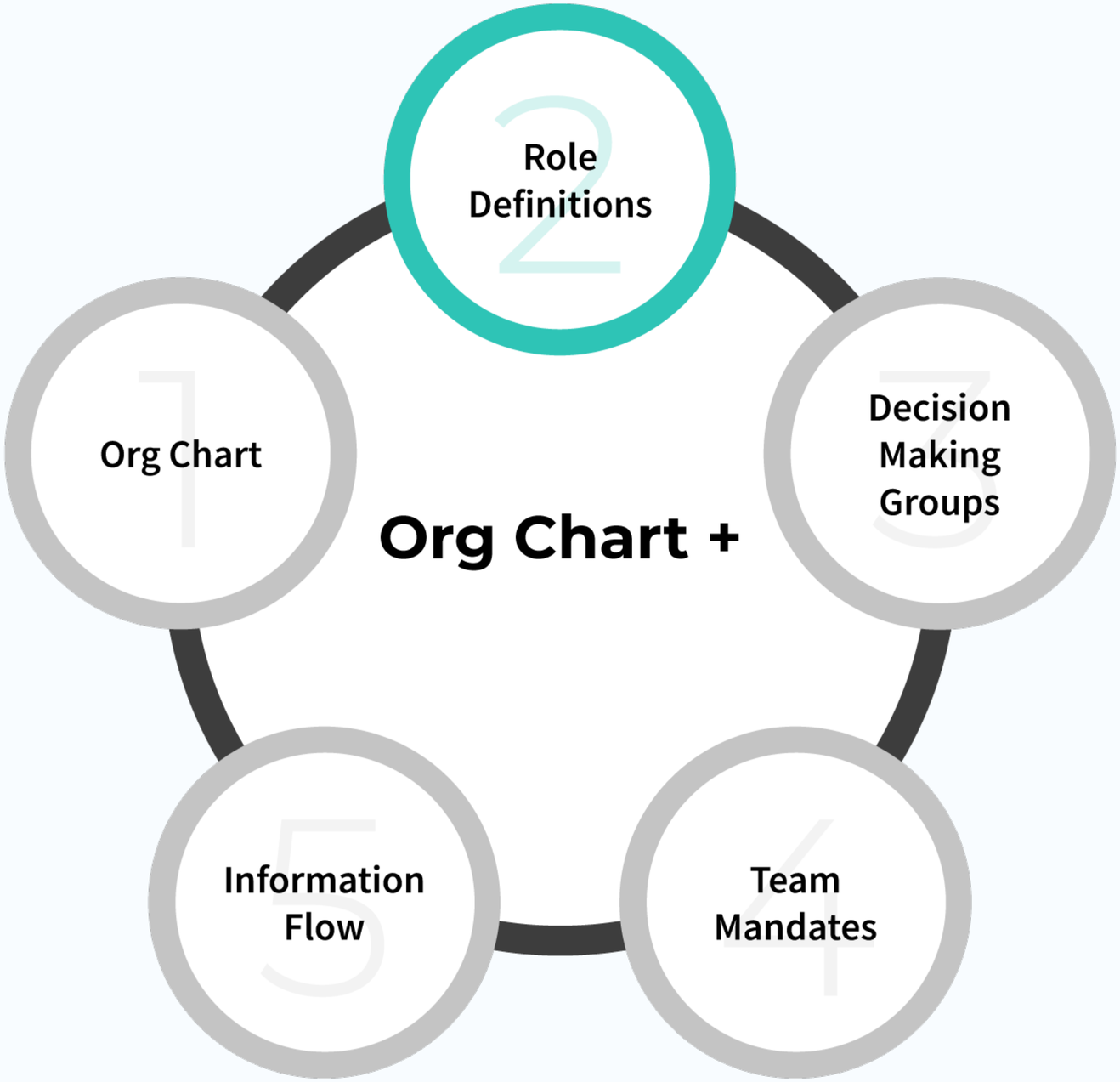
THE ORG CHART ITSELF

Revised Org Chart:



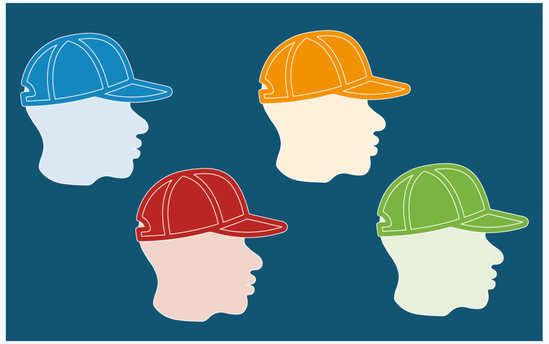
KEY FACTOR #2

ROLE DEFINITIONS



KEY CONCEPT

Heads ...to... Hats



ROLE DEFINITIONS

FOUR MAIN ELEMENTS:

1. Incorrect / Ambiguous.

2. Not working.

3. Missing (current state).

4. Needed (for Predictable Success).

ROLE DEFINITIONS

Incorrect

Ambiguous

Not Working

Missing (current state)

Needed
(for Predictable Success)

Jade urgently needs to be
At some point, Juan will need to set explicit productivity targets for Jade to manage to / deliver on.

Jade's Job description:

Warehouse Manager, in charge of receiving, warehousing and distribution operations. Oversees the efficient receipt, storage, value-added servicing and dispatch of a wide variety of products. Goal is to ensure that ***productivity targets are achieved*** *and all warehouse processes are running smoothly and expeditiously.*

Jade
Warehouse Manager

Responsibilities:

- Strategically manage warehouse in compliance with company's policies and vision.
- Oversee receiving, warehousing, distribution and maintenance operations.
- Arrange layout and ensure efficient space utilization.
- Initiate, coordinate and enforce optimal operational policies and procedures.
- Adhere to all warehousing, handling and shipping legislation requirements.
- Manage stock control and reconcile with data storage system.
- Prepare annual budget.
- Liaise with clients, suppliers and transport companies.
- Plan work rotas, assign tasks appropriately and appraise results.
- Recruit, select, orient, coach and motivate employees.
- Produce reports and statistics regularly (IN/OUT status report, dead stock report, etc.).
- Receive feedback and monitor the quality of services provided.

ROLE DEFINITIONS

Jade
Warehouse Manager

Complete

Jade's Job description:

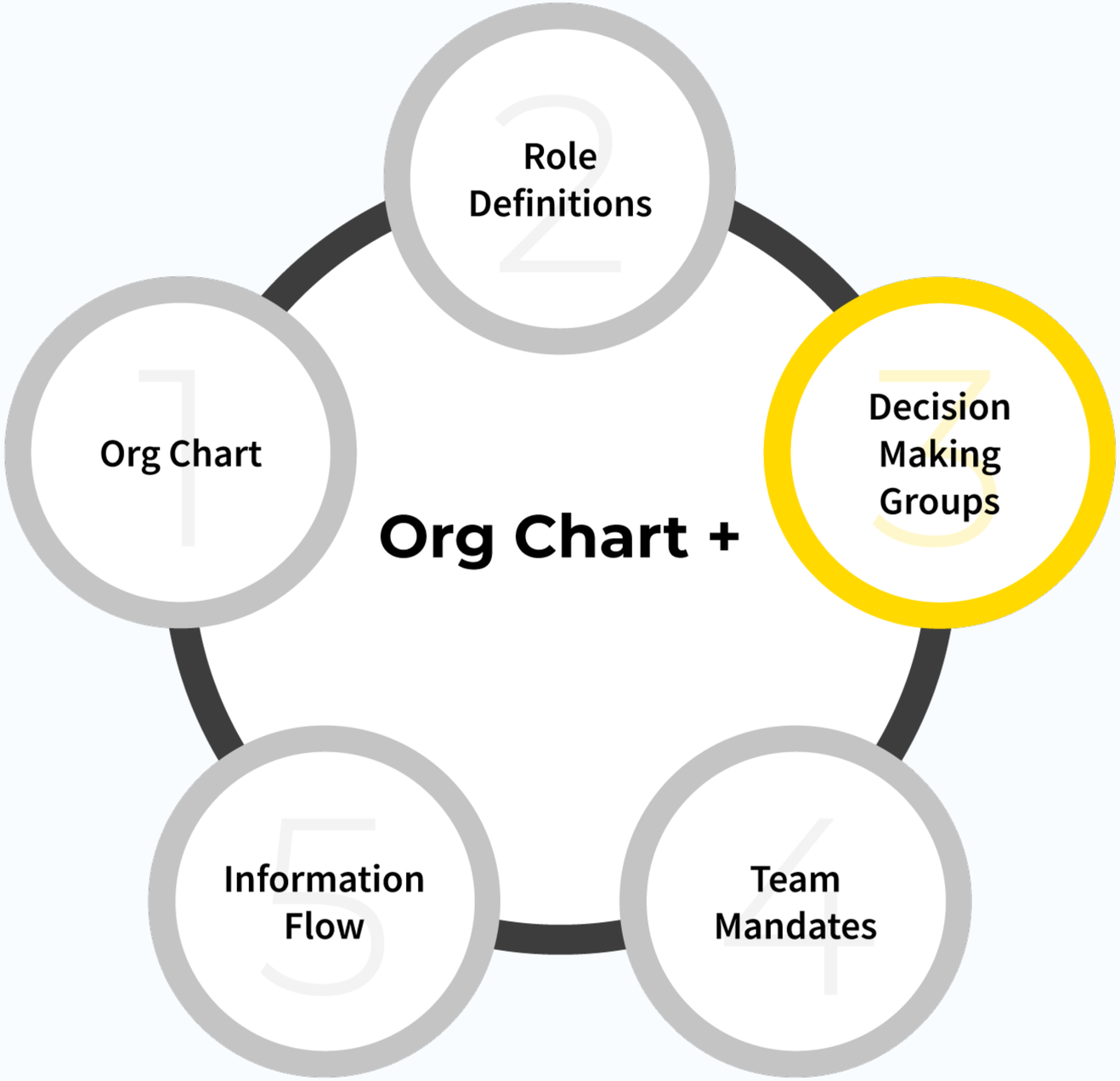
Warehouse Manager, in charge of receiving, warehousing and distribution operations. Oversees the efficient receipt, storage, value-added servicing and dispatch of a wide variety of products. Goal is to ensure that ***productivity targets are achieved*** *and all warehouse processes are running smoothly and expeditiously.*

Responsibilities:

- In consultation with VP of Ops, strategically manage warehouse in compliance with company's policies and vision.
- Oversee receiving, warehousing, distribution and maintenance operations.
- Arrange layout and ensure efficient space utilization.
- Initiate, coordinate and enforce optimal operational policies and procedures.
- Adhere to all warehousing, handling and shipping legislation requirements.
- Manage stock control and reconcile with data storage system.
- Liaise with clients, suppliers and transport companies.
- Plan work rotas, assign tasks appropriately and appraise results.
- Recruit, select, orient and motivate employees.
- Produce reports and statistics regularly (IN/OUT status report, dead stock report, etc.).
- Receive feedback and monitor the quality of services provided.
- Set and maintain standards of health and safety, hygiene and security.
- Meet delegated productivity targets from VP of Ops. [Future Date: YYYY/MM]

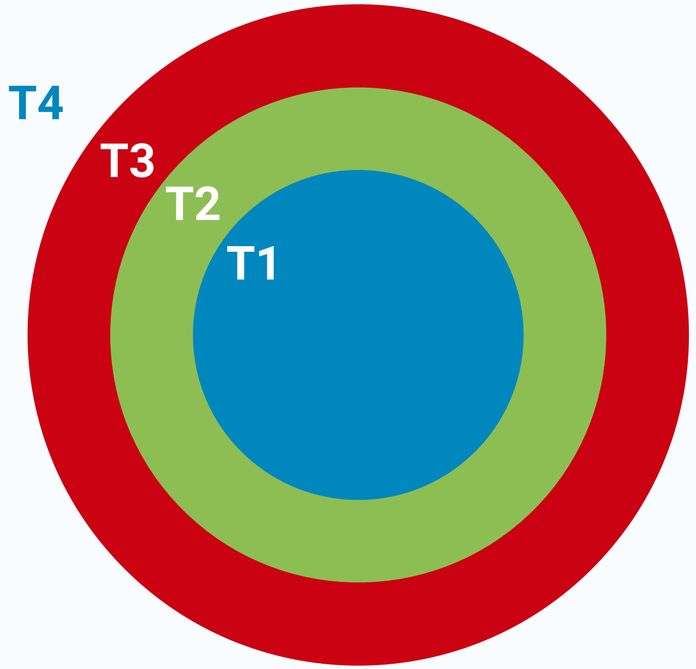
KEY FACTOR #3

DECISION-MAKING GROUPS



KEY CONCEPT

Torii (lat. ‘Doughnut’)



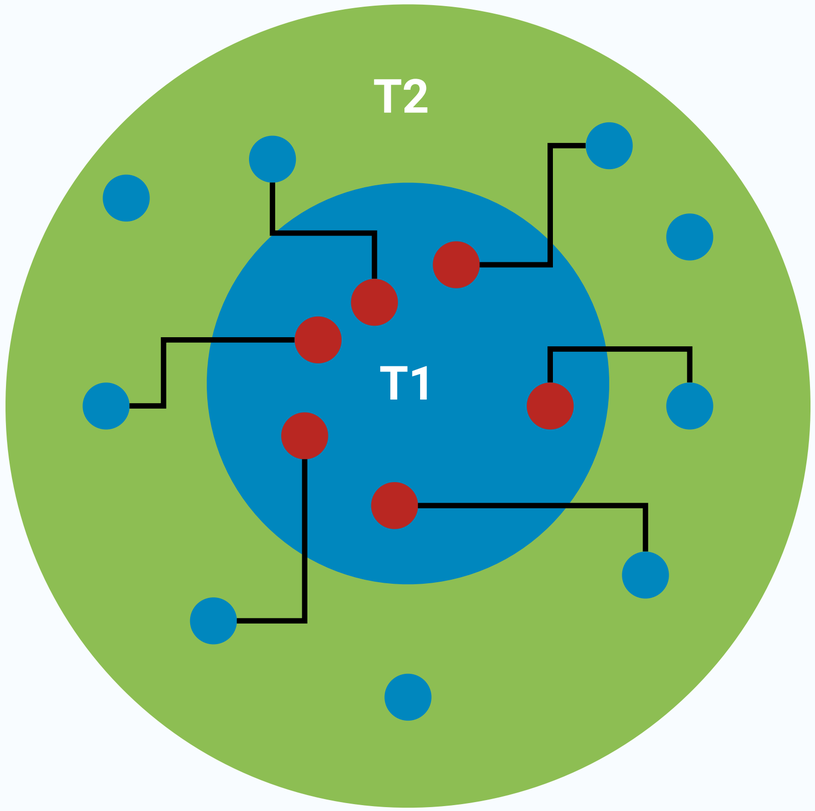
T1: Senior Leadership

T2: Manager Group

T3: Project & Team Leads

T4: Individual Contributors

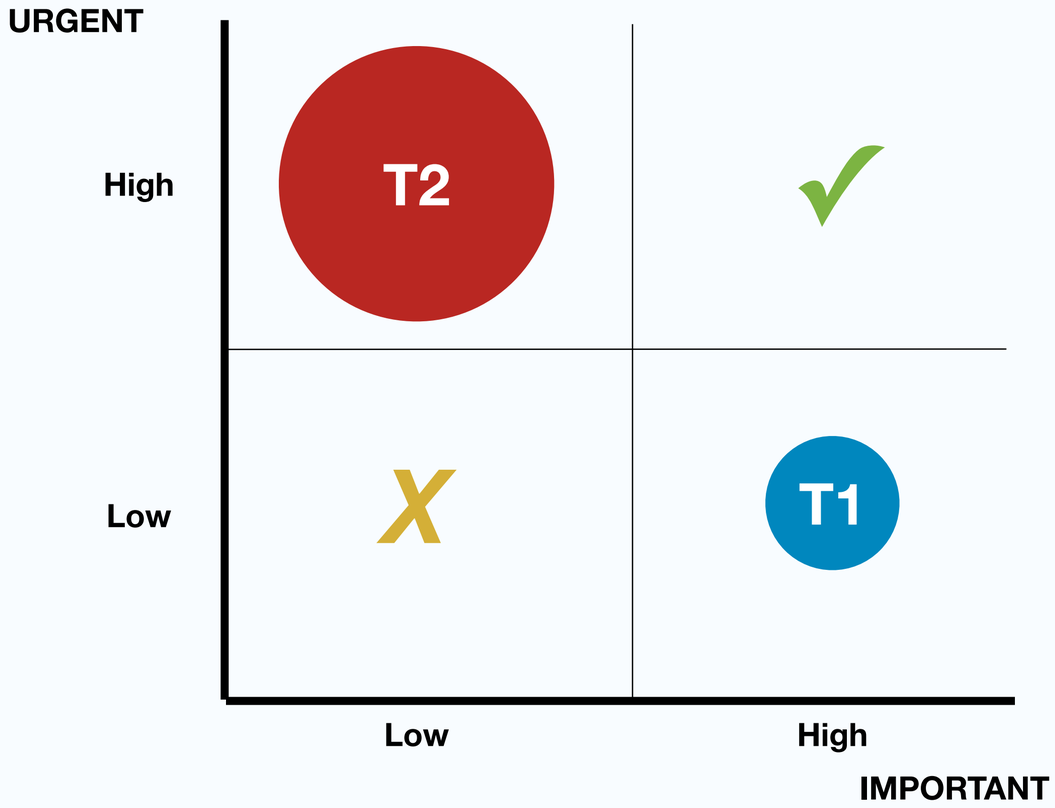
TORII (LAT. ‘DOUGHNUT’)



T1: Senior Leadership

T2: Manager Group

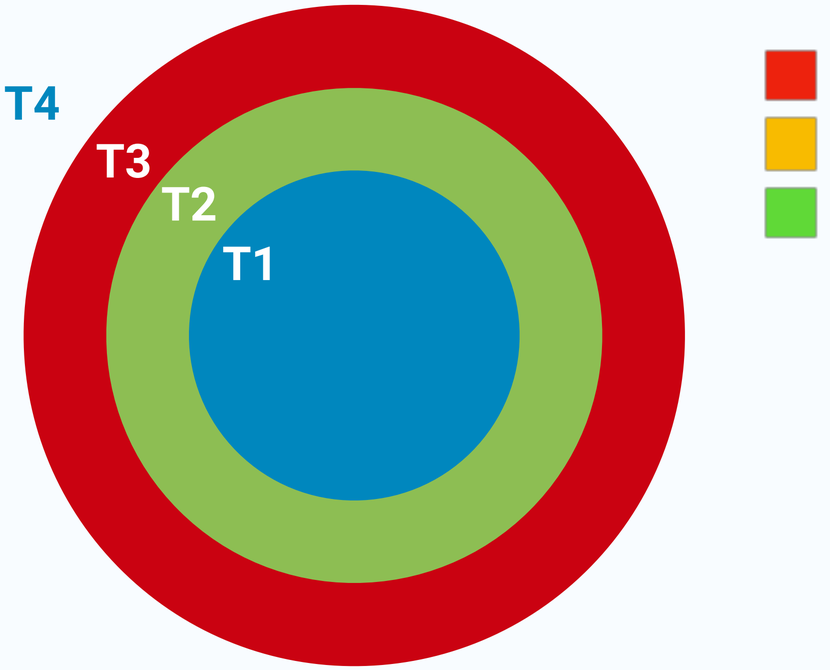
TORII (LAT. ‘DOUGHNUT’)



DECISION-MAKING GROUPS (“TORI”)

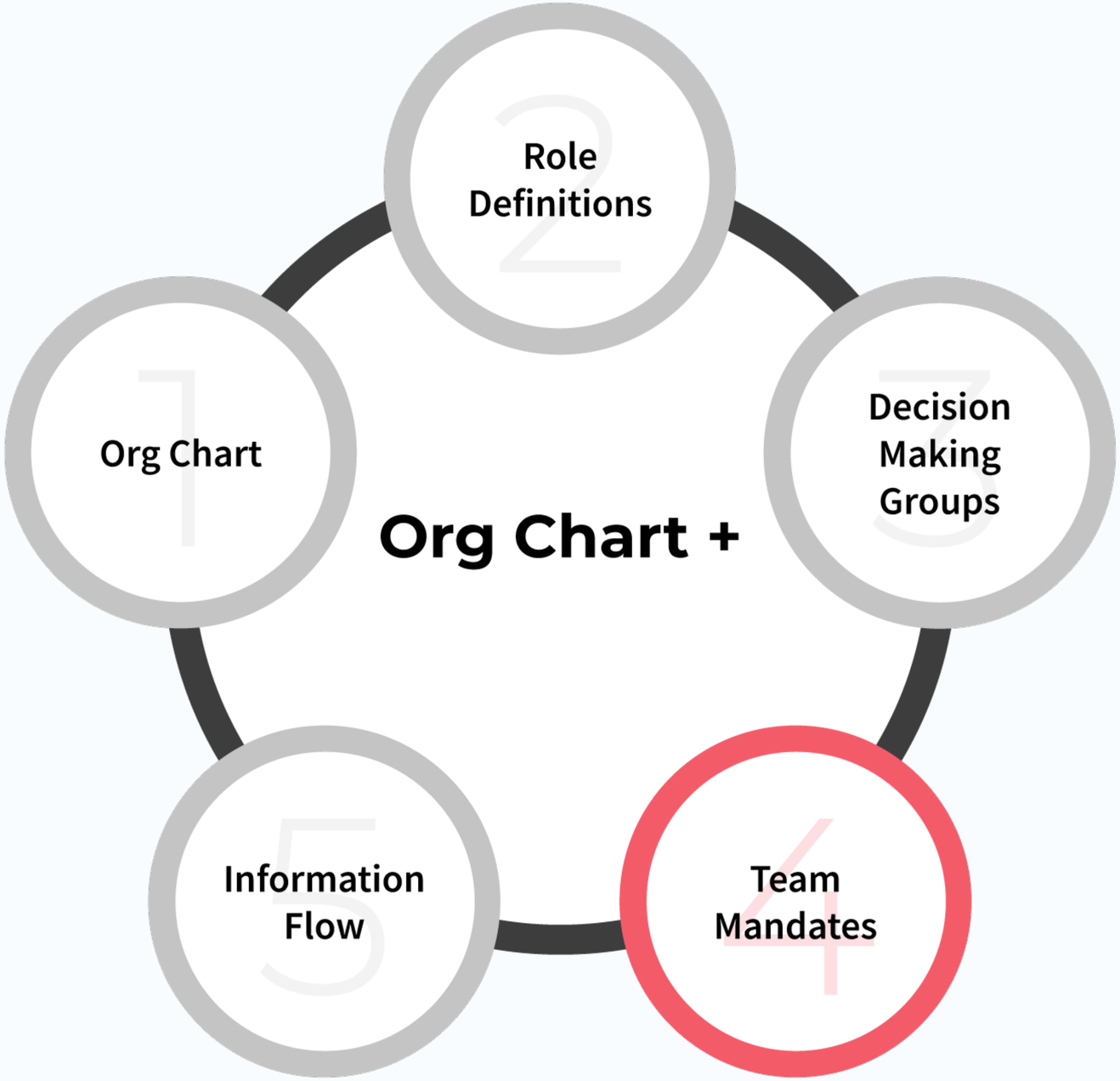
FOUR MAIN ELEMENTS:

1. T1: Definition & Empowerment
2. T2: Definition & Empowerment
3. Reducing / removing T1 / T2 ‘Double Duty’
4. Defining minimum skills & behaviors required for moving through T4 -> T3 -> T2 -> T1

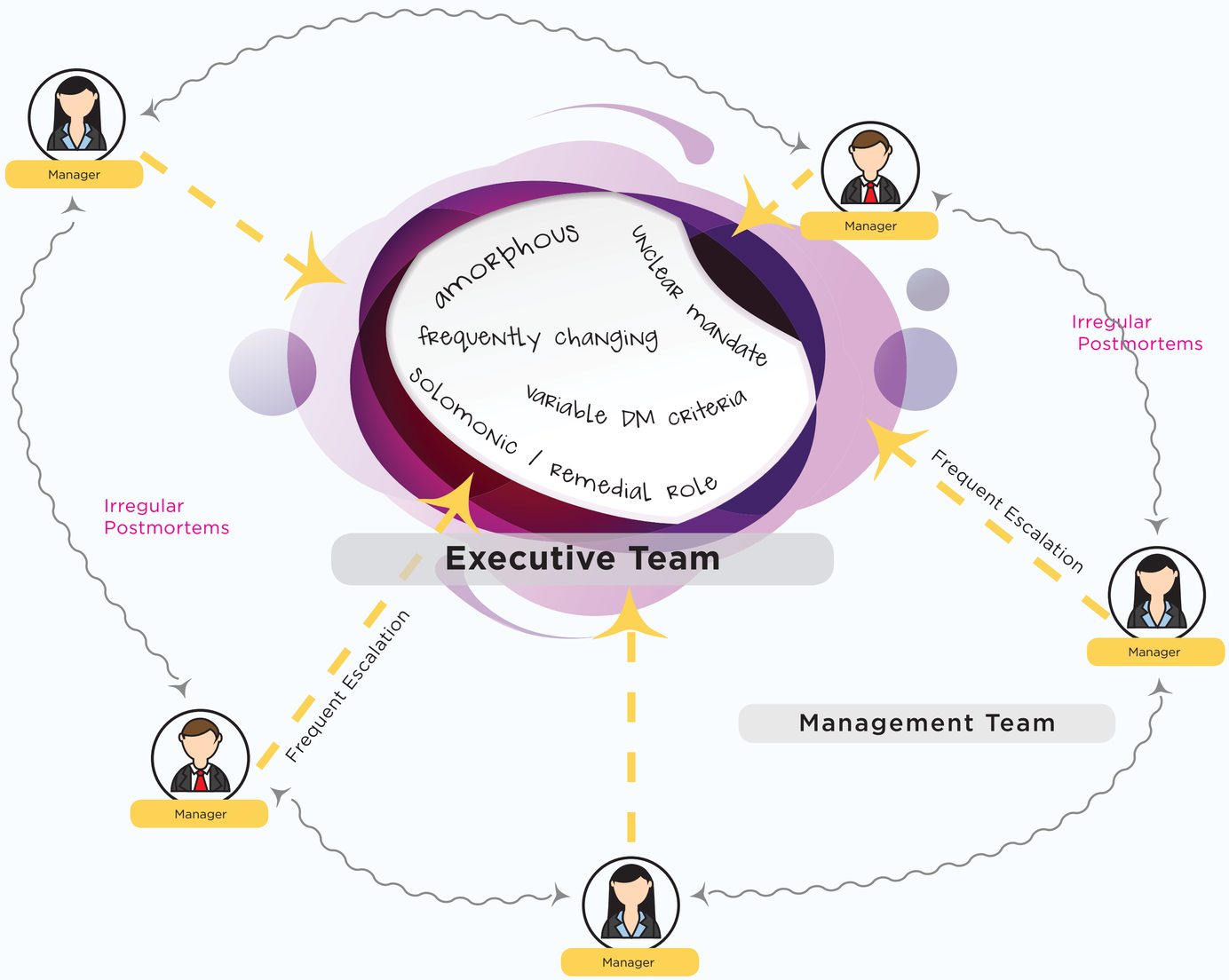


KEY FACTOR #4

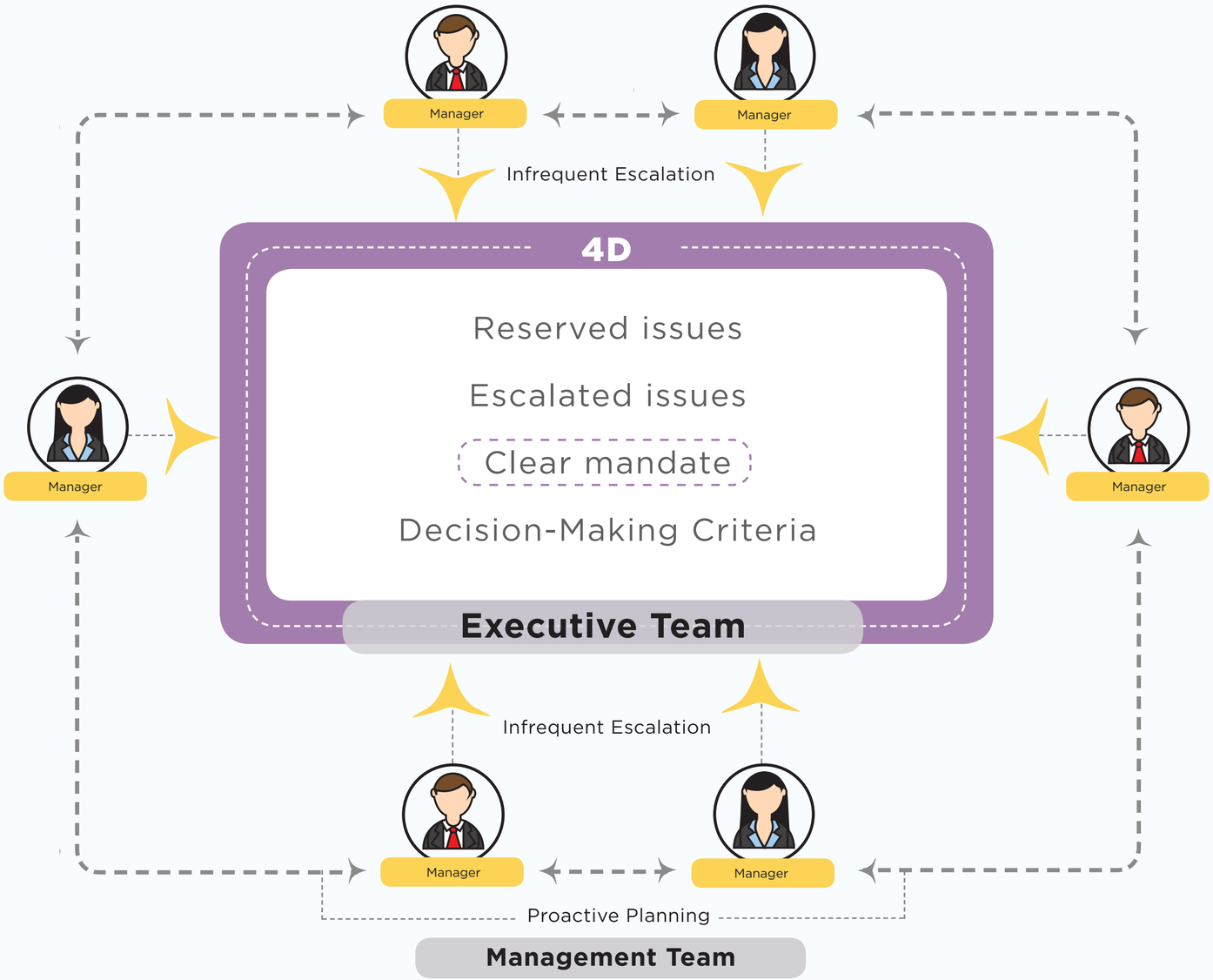
TEAM MANDATES



TEAM MANDATES



TEAM MANDATES



TEAM MANDATES

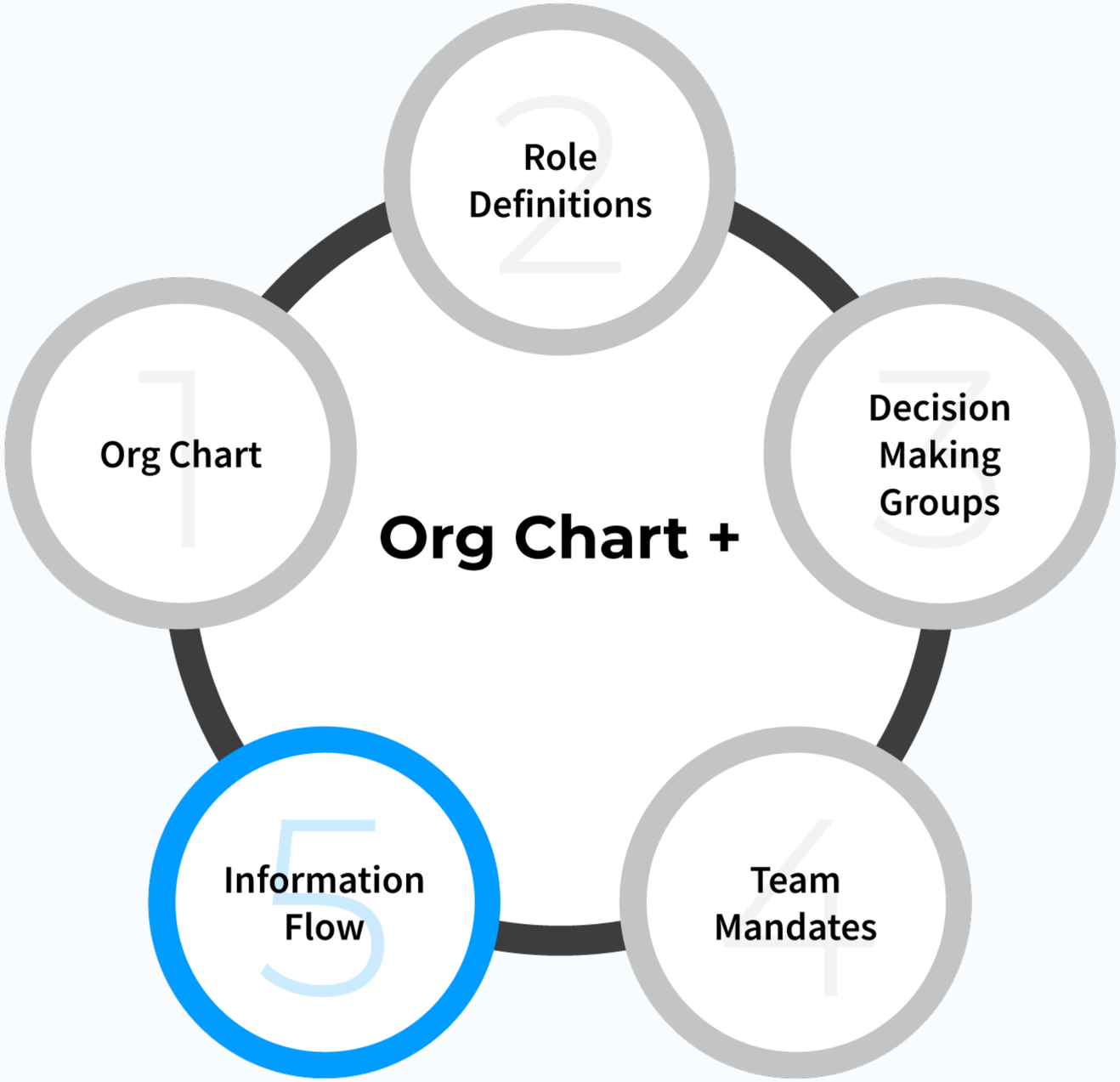
FOUR MAIN ELEMENTS:

1. Reserved issues
2. Delegated issues
3. Escalation protocols
4. Decision-making criteria

Hint: Start with T1, then work outward through each Torii

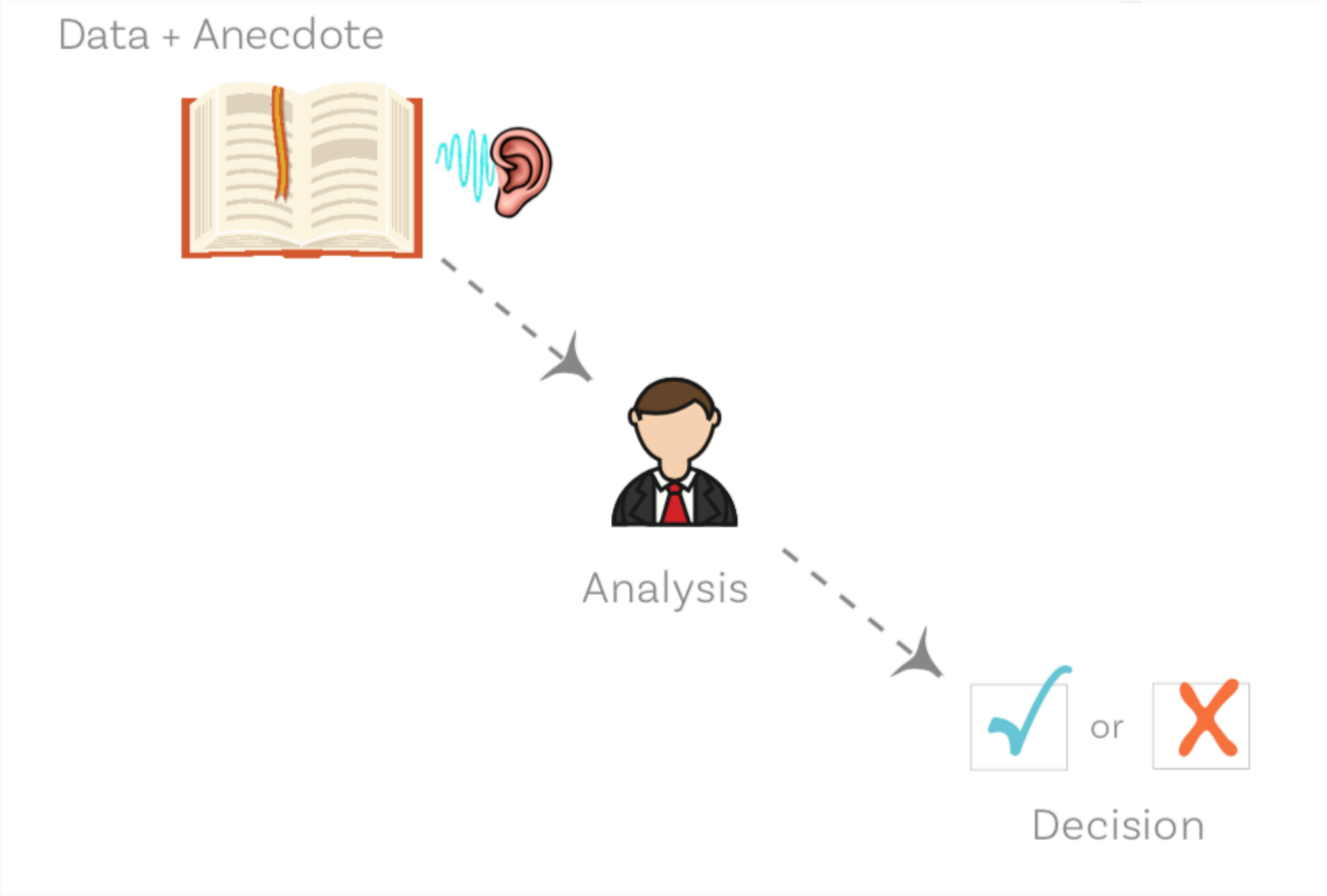
KEY FACTOR #5

INFORMATION FLOW



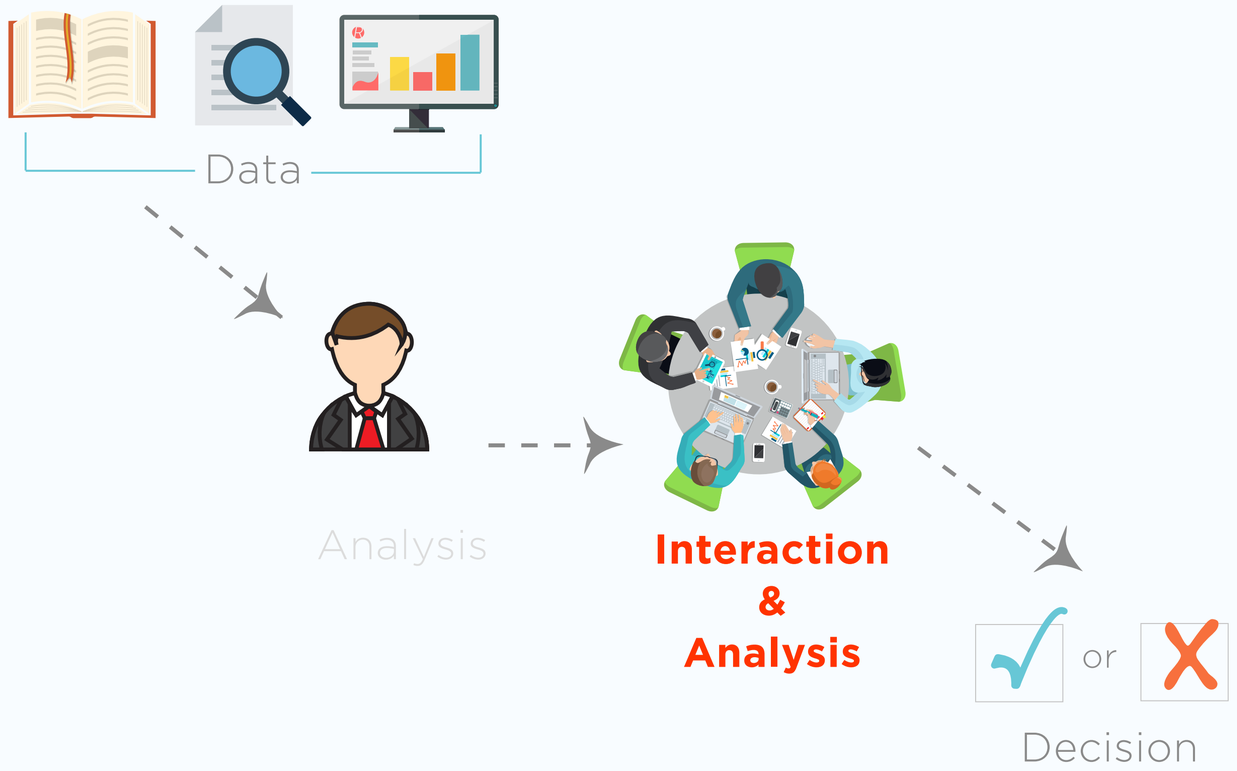
INFORMATION FLOW

DECISION-MAKING IN FUN



INFORMATION FLOW

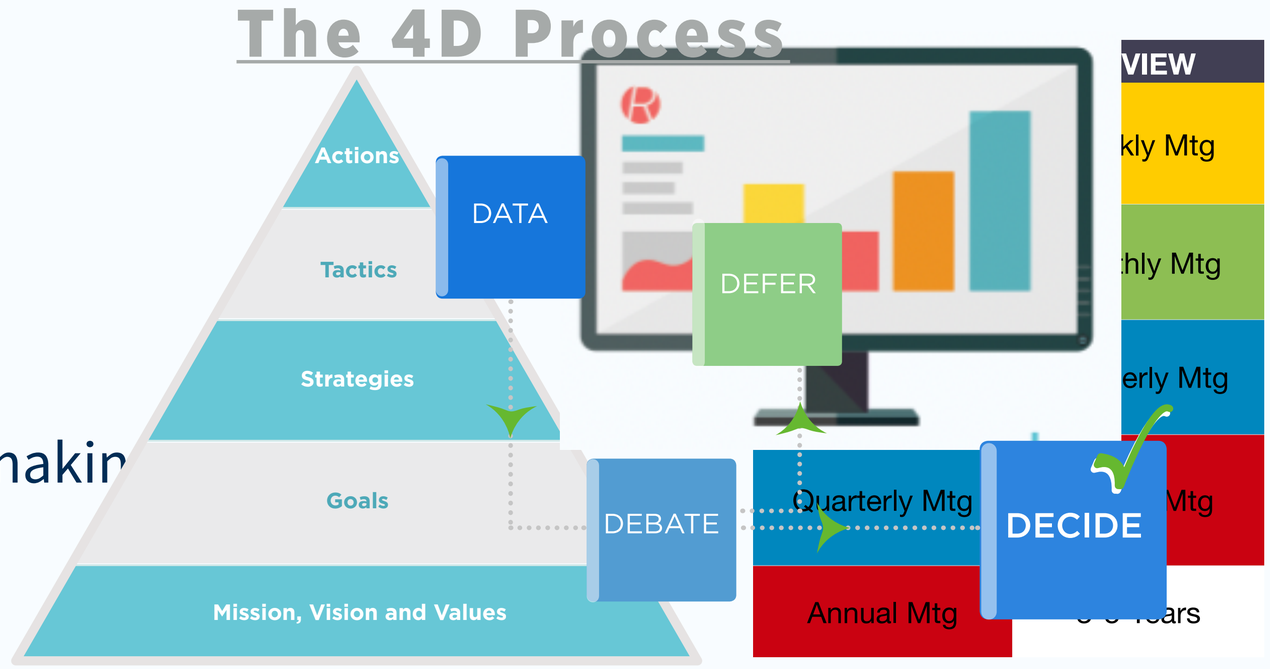
DECISION-MAKING IN WHITEWATER & PS



INFORMATION FLOW

FOUR MAIN ELEMENTS:

1. Single source of truth.
2. Single-horizon meetings.
3. Single-topic meetings (STMs)
4. Agreed, standardized decision-makin



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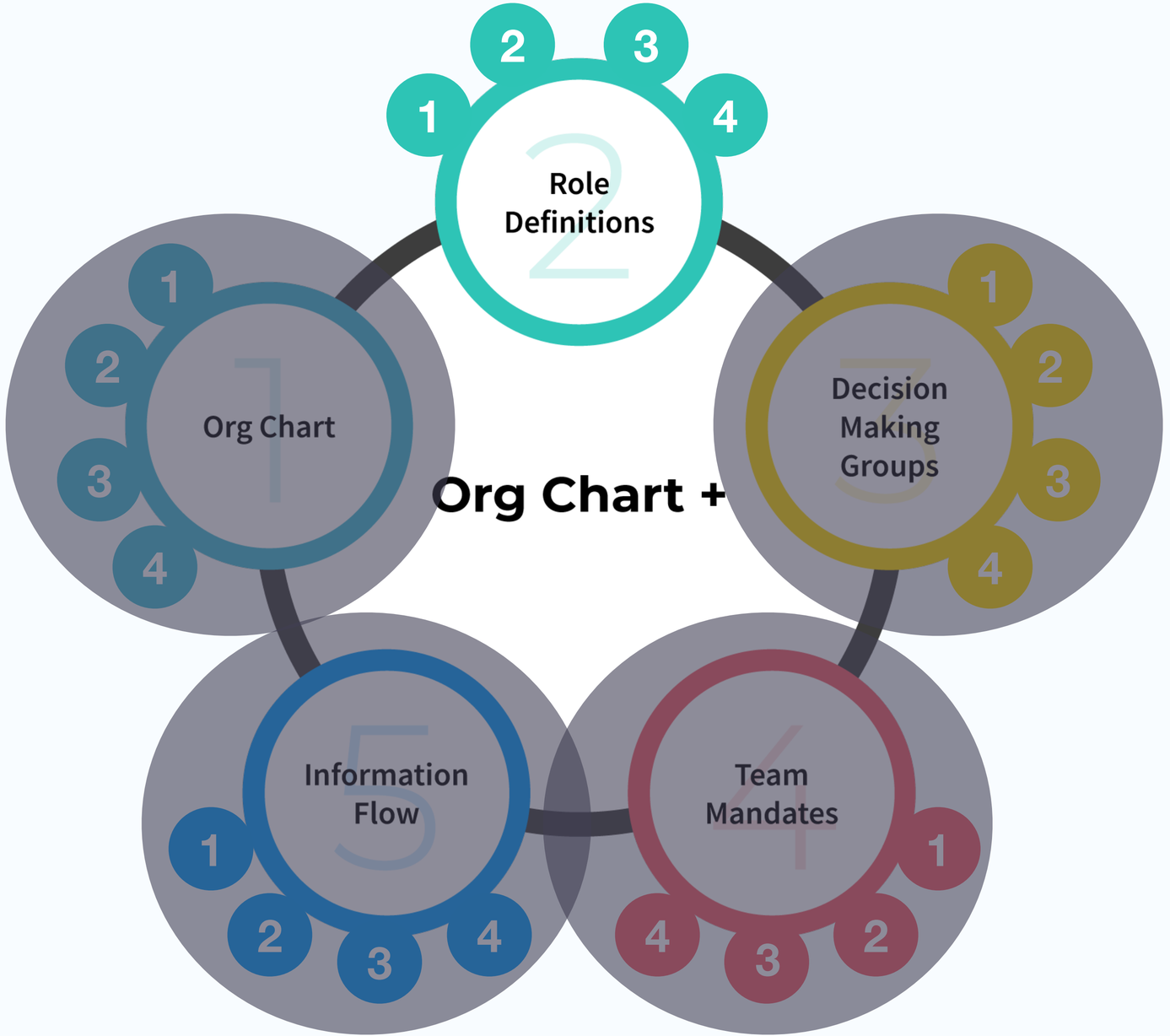
IMPLEMENTATION QUICK-START

How to Transform Your Org Chart
So You Can Scale Your Organization

Architecting Scale with Predictable Success

NO / LITTLE EXISTING PROCESS



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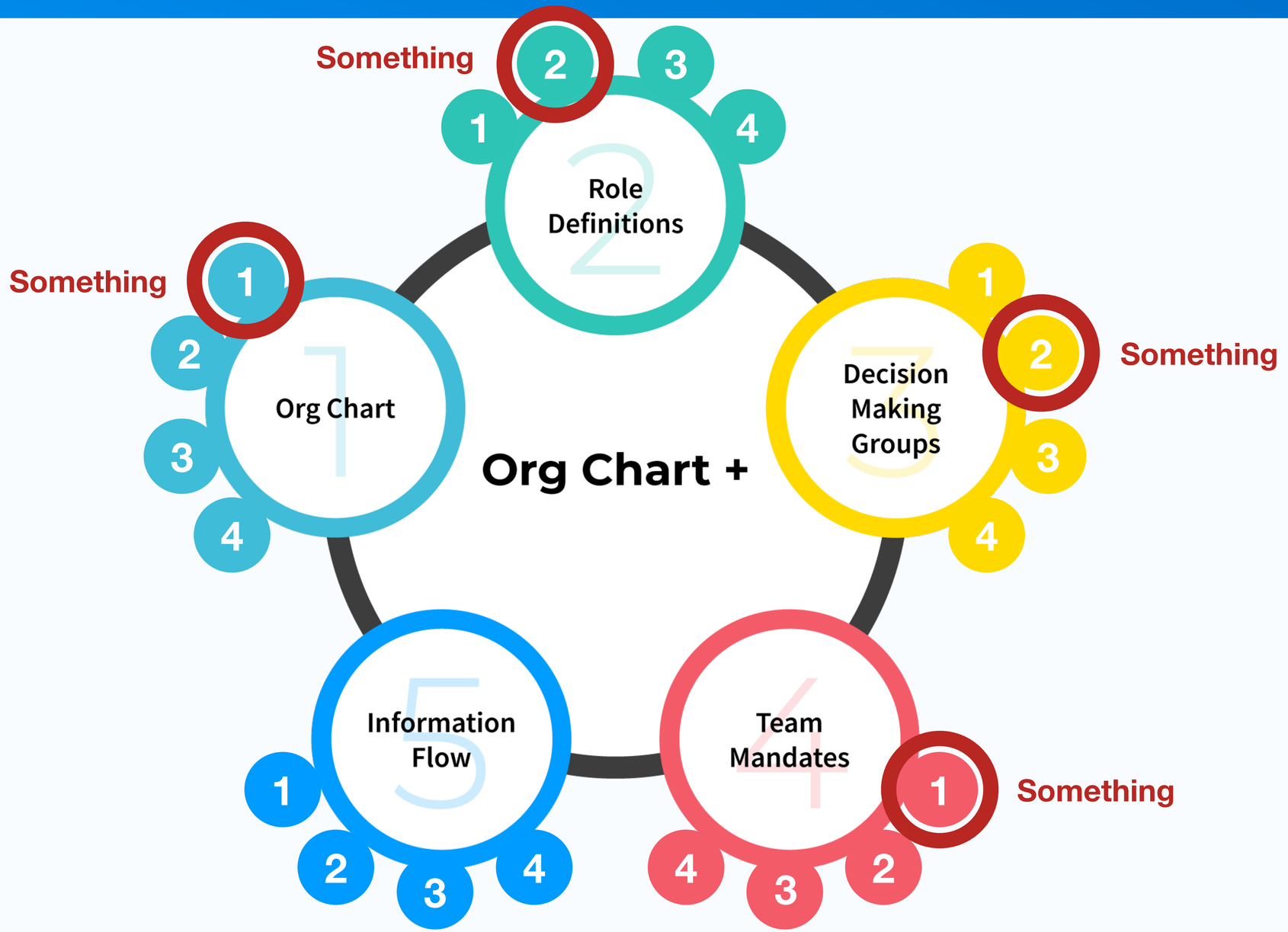

ESTABLISHED EXISTING PROCESS

GROUP EXERCISE

QUESTIONS FOR YOU AND YOUR TEAM

- Why / when does your Org Chart work well?
- Why / when does your Org Chart not work well?
- What 3 things could you start doing, that would make your Org Chart better?
- What 3 things should you stop doing, that would make your Org Chart better?
- What’s the major barrier / constraint on consistently executing your Org Chart process effectively?

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NEXT STEPS?

How to Transform Your Org Chart
So You Can Scale Your Organization

Architecting Scale with Predictable Success

HOW WE CAN HELP

You can architect scale yourself using our expansive suite of **training courses and live events** that are designed to help you reach Predictable Success!

Do-It-Yourself

You can bring in a knowledgeable Scale Architect we've personally trained to **help coach you and your team** into Predictable Success!

Coaching & Consulting

We can personally **train and certify one of your team members** as an expert in the Predictable Success methodology!

Certification

LET US HELP YOU

FAST TRACK YOUR PROGRESS TOWARD PREDICTABLE SUCCESS WITH SCALE ARCHITECTS

www.scalearchitects.com/contact

SCAN ME

OUR NEXT EVENT

HOW TO BUILD NEXT-LEVEL LEADERS WHO WILL SCALE YOUR ORGANIZATION

FEBRUARY 8 @ 2:00 PM EST

predictablesuccess.com/2021-livestream-series

SCAN ME

A SMALL TOKEN OF OUR APPRECIATION

3 FREE OFFERS FROM US TO YOU!

FIT-TO-ROLE ASSESSMENT

Identify the ideal leadership style combination for each key role in your organization

HEADS TO HATS ROLE EVALUATION

Use this template to outline expectations and requirements for each key role in your organization

FREE CONSULTATION

We’d love to help you identify the next steps for your journey into Predicable Success in your Org Chart!

SCALE ARCHITECTS | Powered by Predictable Success

Q & A

We’re here to answer any questions you may have!

LET US HELP YOU

FAST TRACK YOUR PROGRESS TOWARD PREDICTABLE SUCCESS WITH SCALE ARCHITECTS

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SCAN ME