

## A process improvement and time management activity



Regular application of the Simmetrics exercise has taught us that there are many different ways of using it. It fits appropriately into training sessions around team leadership and team briefing, time and project management, process and performance improvement - as well as being a lively inter-team competition if this is what you need! However you use it, it raises important issues of quality and wastage.

Simmetrics emphasises the absolute importance of planning, reviewing and giving feedback on performance. However, because each round of the exercise is different, it also mirrors real work environments, in which change and some ambiguity means 'flexible strategies' may be of more value than inflexible and over-detailed plans.

*"How do you demonstrate powerfully just how expensive a simple administrative or process error can be to an organisation?" That was the question asked by an HR manager in a financial services company. "How do we encourage our staff to build a constant checking process into their work and to learn quickly from error so that mistakes are not repeated?"*

Simmetrics represents all those situations in which a simple mistake, made early in a process, can become a costly and wasteful problem if it is not picked up and dealt with at an early stage.

Steve Ripley, from Leading Edge Consultants, brought a new approach to Simmetrics. He used it on an assessment centre during a recruitment process for Sales Managers. *"The exercise allowed us to see who had awareness of the implications of actions on the longer-term outcomes: we related it to the Sales Manager's need to have market and customer awareness and to manage time and resources accordingly."*

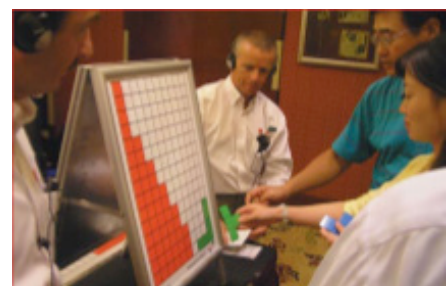
A client from a major UK Financial Services company described Simmetrics as an ideal way of illustrating to a team of young, administrative staff the cost to their organisation of making a simple data-entry error whilst processing a store-card application. The rounds in the activity were likened to each stage in the process of issuing a card, having it refused in a store because the details were incorrect, losing a sale, re-issuing the card... each having a financial cost to the business, as well as damaging customer satisfaction. Participants in the exercise saw the costs spiralling and were able to explore ways of strengthening their own checking and monitoring systems.

Groups of 5 to 20 people work together over a series of 4 rounds in which they are challenged to create a system which is fast, efficient, minimises waste and uses resources to their best advantage. As they work, error occurs.

Their challenge is to identify ways of minimising that error, learning from their mistakes and improving their process.

Can they demonstrate genuine performance improvement?

Simmetrics being used by Geoff Cox in Shanghai with simultaneous translation into Mandarin: a challenge!



To add SIMMETRICS to your resource library:

+44 141 561 0387

@ sales@rsvpdesign.co.uk

🔗 rsvpdesign.co.uk