Internal Processes Overview

What **KEY** internal processes from these **4 categories** must we **excel** at to create real value to our clients?

These incudes processes that already exits and ones that must be created.

1. **Operations Management:** Producing and delivering services to clients.

   Examples of operations management processes include:

   - Setting Direction
   - Focusing Enterprise
   - Operational Rigor and Discipline
   - Aligning Enterprise
   - Engaging Enterprise
   - Managing Performance
   - Problem Solving
   - Decision Making
   - Prioritization
   - External communications
   - Internal communications
   - Risk identification and mitigation
   - Fiscal Responsibility
   - Meetings that work

2. **Client management**: Establishing and leveraging relationships with clients.

   Examples of client management processes include:

   - Developing brand identity, brand story
   - Education
   - Decision Making
   - Prioritization
   - Risk identification and mitigation
   - Finding solutions
   - Stakeholder Engagement
   - Advocacy

3. **Innovation**: Developing new services, processes, and relationships.

   Examples of innovation processes include:
   - Identify new opportunities
   - Select projects
   - Launch new services.
   - Change management
   - Collaboration
   - Agility
   - Decision making processes that support innovation
   - Meeting processes that support out of the box thinking

4. **Regulatory/Social**: Conforming to regulations and societal expectations and building stronger communities.

   Examples of regulatory and social processes include:
   - Strategically influencing
   - Information-based knowledge management
   - Trend-based knowledge management
   - Knowledge-based educating
   - Risk management
   - Environmental scanning
   - Communicating externally
   - Research
   - Partnership development
   - Translating scientific information
   - Translating legal information

The **key questions** to frame the identification of the right Internal Processes to work on is: "What do we need to do internally to achieve the right client value?" and "To satisfy our clients, what processes must we excel at?"

The focus needs to be on internal processes that deliver the real value and not the ones that so many organizations get into that 1. are done because they've always been done; 2. make busy work that seems urgent but is really not important when it comes to real value or 3. are someone else's best practices but don't provide real value to your organization.

The **goal** is to identify the internal processes that add real value, that enhance productivity in relation to the real value, and that maintain the organization's systems in a way that achieves peak performance.