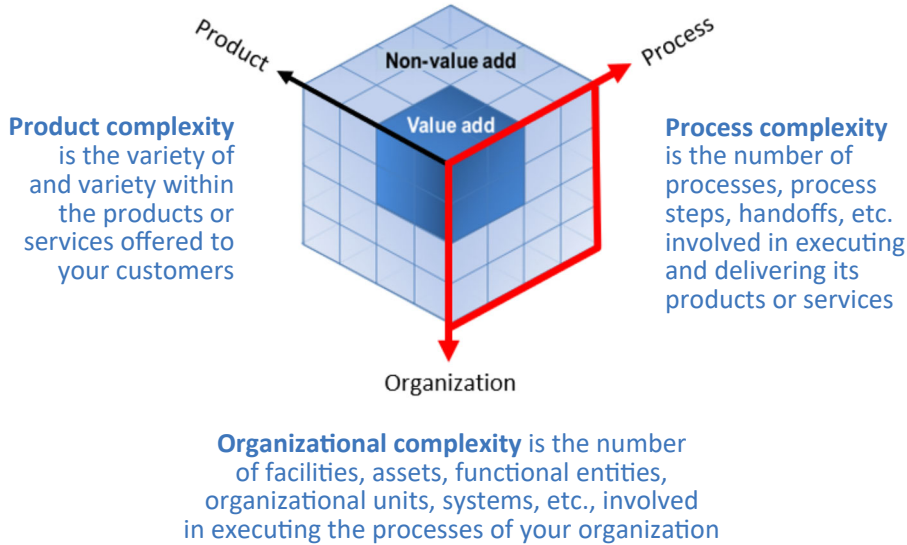




WP&C COMPLEXITY QUIZ RESULTS

PROCESS/ORGANIZATION COMPLEXITY



What is Complexity?

Complexity arises at the points of intersection and manifests as an organizational drag on profits and growth. It increases with the number of different things you have in your business. This includes the number of products and services offered, steps in a process, regions operated in, different store formats, production facilities in your footprint, suppliers used, different systems maintained, etc. As people, processes, products, and steps are added, the impacts or costs of complexity increase geometrically in an organization.

Common Symptoms of Process/Organization Complexity

- The organization seems overly complex and bloated—no one has a complete picture of what everyone does
- Decisions that should take days, take weeks—information moves slowly through multiple layers and silos in the organization
- Difficulty seeing or managing trade-offs that cross functional boundaries
- Although revenue is increasing, profitability is declining
- Lacking accountability
- Deadlines are often missed
- Lots of activity, but not a lot of valuable outcomes
- Poor customer service and poor product availability
- Poorly implemented/complex IT systems weighs down processes and impeded decision making

Why look at complexity across multiple dimensions?

If you really want to attack the impacts of complexity in terms of cost, risk, and performance, attack the issue across at least two—and often three—dimensions of the complexity cube, such as process/organization, or product/process. As complexity arises at the intersections, only a holistic view (across multiple dimensions) will allow you to successfully extract value. Narrowing it down to one dimension will put the problem out of reach.

LET'S DISCUSS YOUR RESULTS

