

WORLD CLASS MANAGERS COPETENCIES

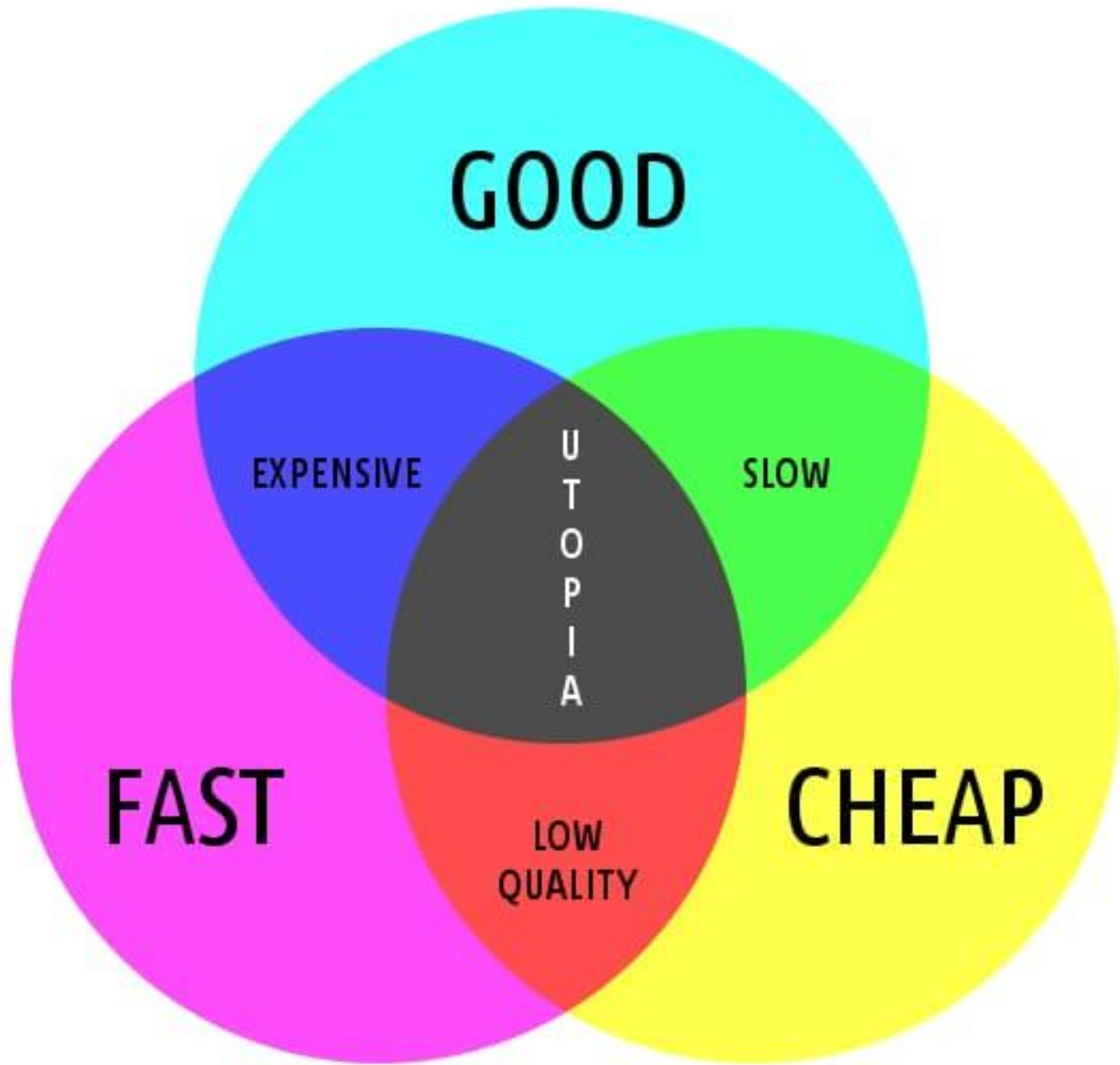
EBRAHIM SHEIKH (PHD IN PUBLIC ADMINISTRATION)

2 WCM CONGRESS

SUMMER 2022



WORLD CLASS MANAGEMENT?



WORLD CLASS MANUFACTURING CONCEPT DRIVES :



WORLD CLASS MANUFACTURER



← MANUFACTURING EXCELLENCE →

← WORLD CLASS MANUFACTURING →



WORLD CLASS MANUFACTURING



Safety/Hygiene & working environment

Cost Deployment

Focused Improvement

Autonomous Activities [AM & WO]

Professional Maintenance

Quality Control

Logistics & Customer Service

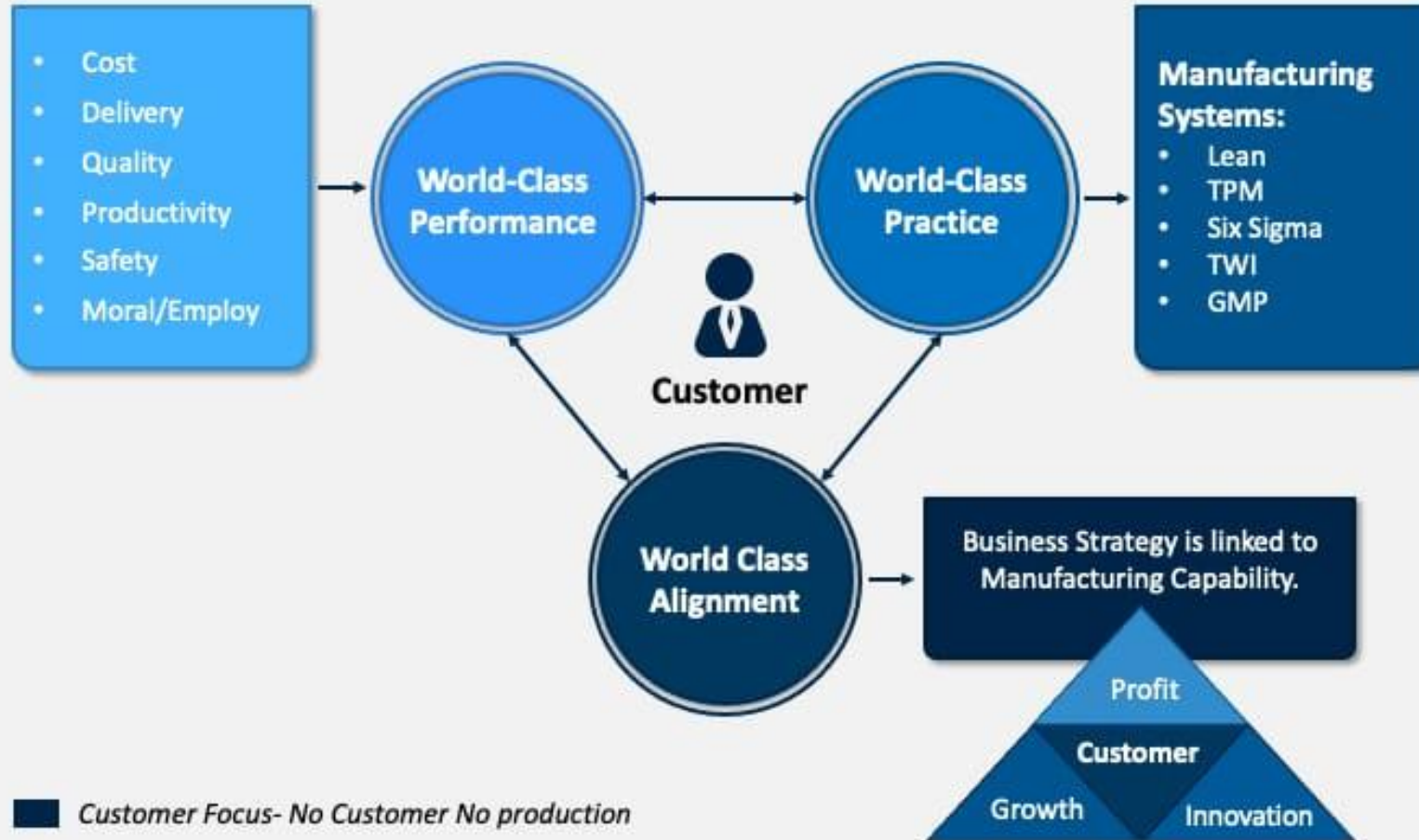
Early Equipment & Product Management

People Development

Environment

WORLD CLASS MANUFACTURING

Best in Business



WORLD CLASS MANUFACTURING



**WCM
TOYOTA CULTURE**

Safety

Cost Deployment

Focus Improvement

Autonomous Maintenance

Work Place Organization

Professional Maintenance

Quality customer service

Logistics customer service

Early equipment & Early Product management

People Development

Enviromental and Energy

**Problem Solving
Process**

Management
Commitment

Clarity of
objectives

WCM rout
map

Allocation
of people

Commitment
of the
organization

Competence
of the
organization

Time &
Budget

Level of
detail

Level of
expansion

Motivation
of operators

People & Partners

Philosophy

7 STEPS OF WORKPLACE ORGANIZATION



CONTINUOUS IMPROVEMENT

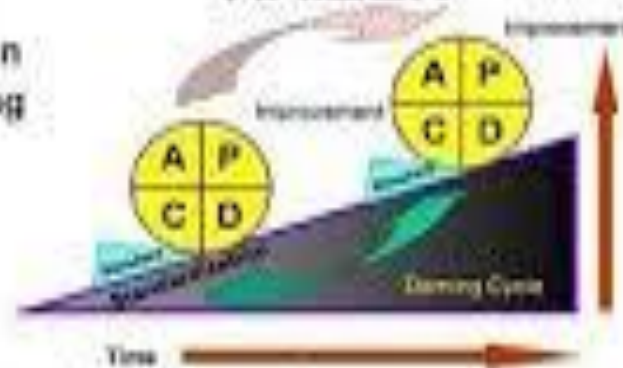


5S

PLAN DO CHECK ACT



KAIZEN

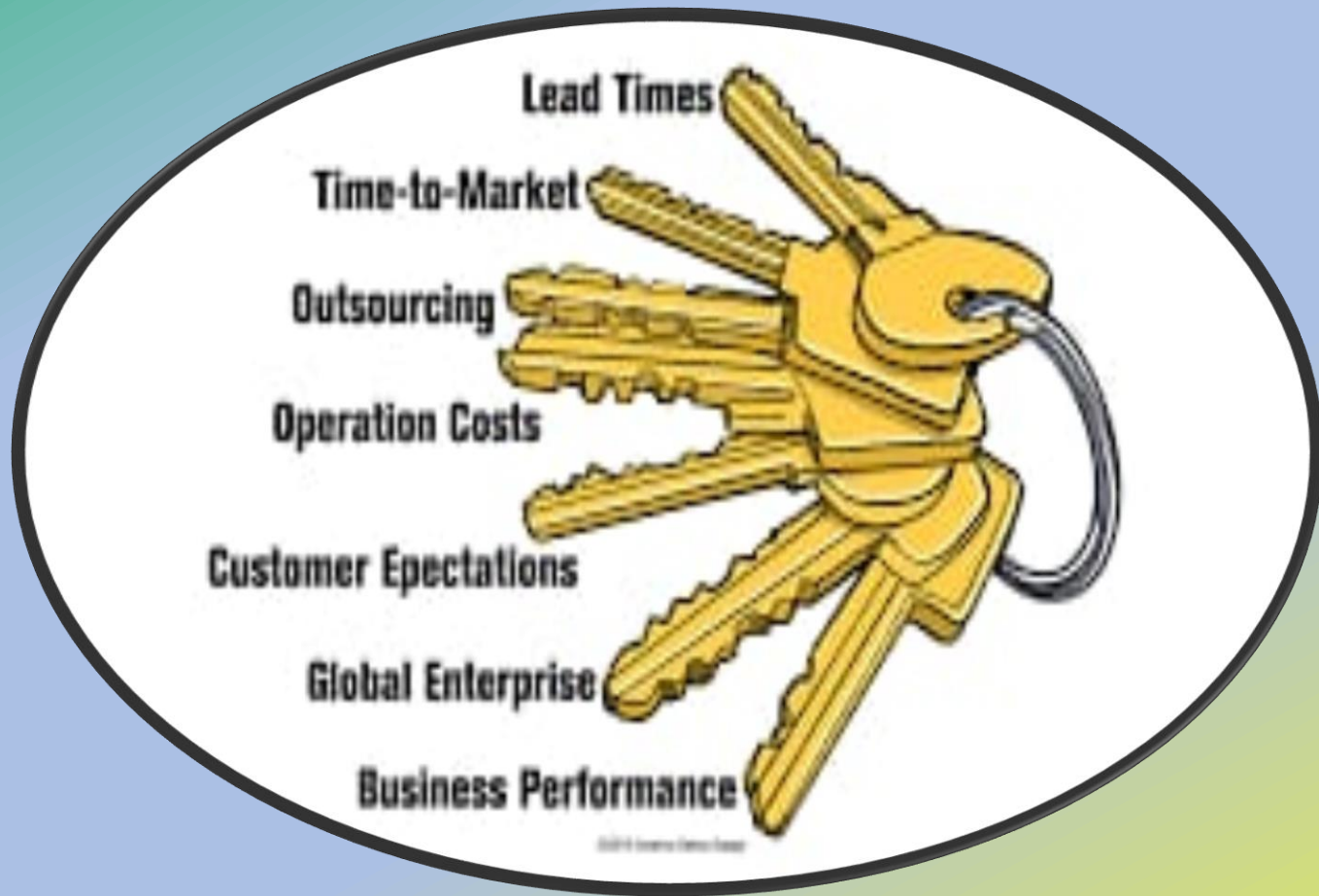


7 WASTES

- Transport
- Inventory
- Motion
- Waiting
- Over-production
- Over-processing
- Defect

GOALS:

- Install continuous improvement
- Prioritize problems and solve them in a structured way
- Communication and share policy



Lead Times

Time-to-Market

Outsourcing

Operation Costs

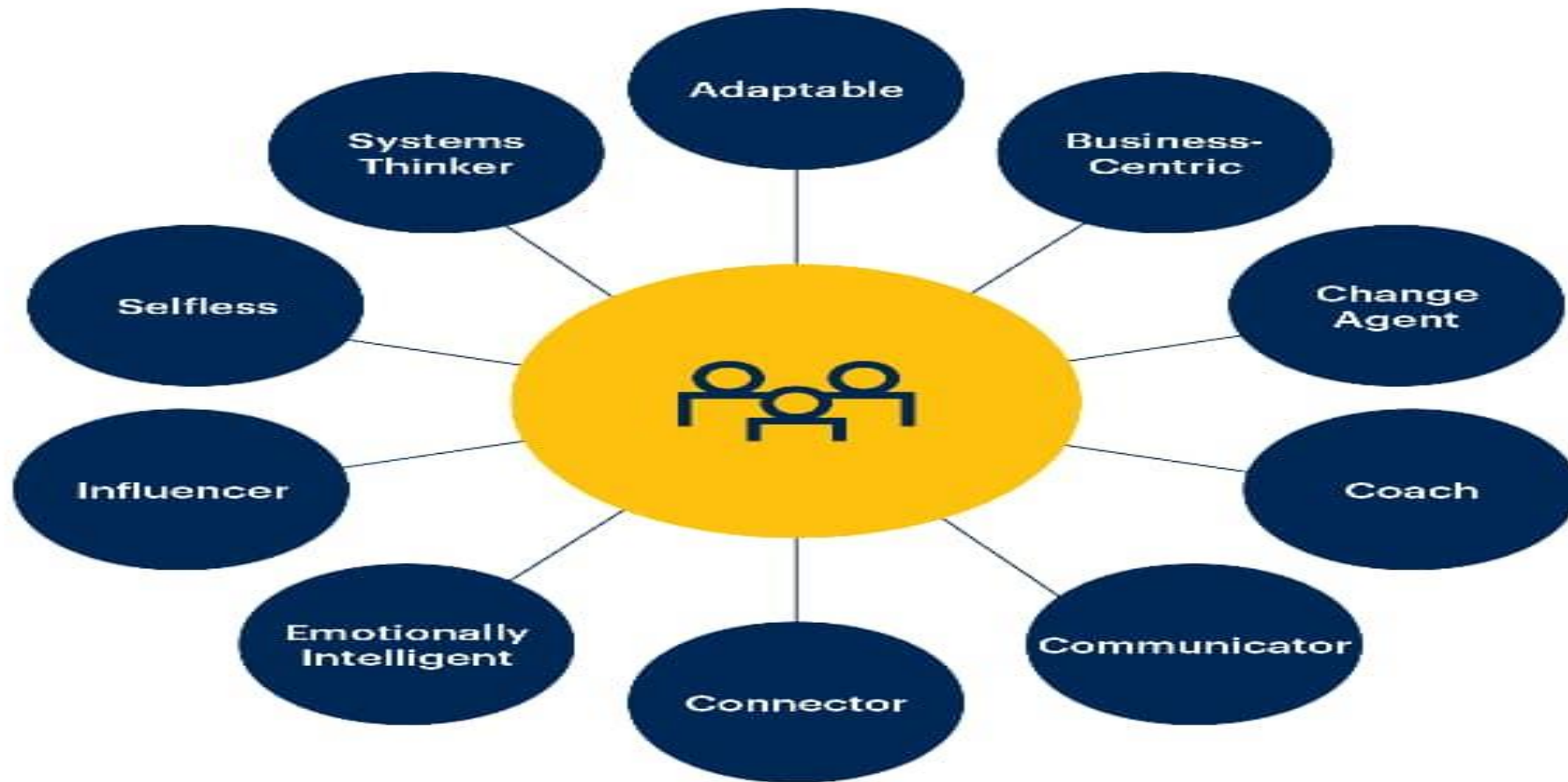
Customer Expectations

Global Enterprise

Business Performance

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10 Competencies of Effective I&O Servant Leaders



gartner.com/SmarterWithGartner

Source: Gartner

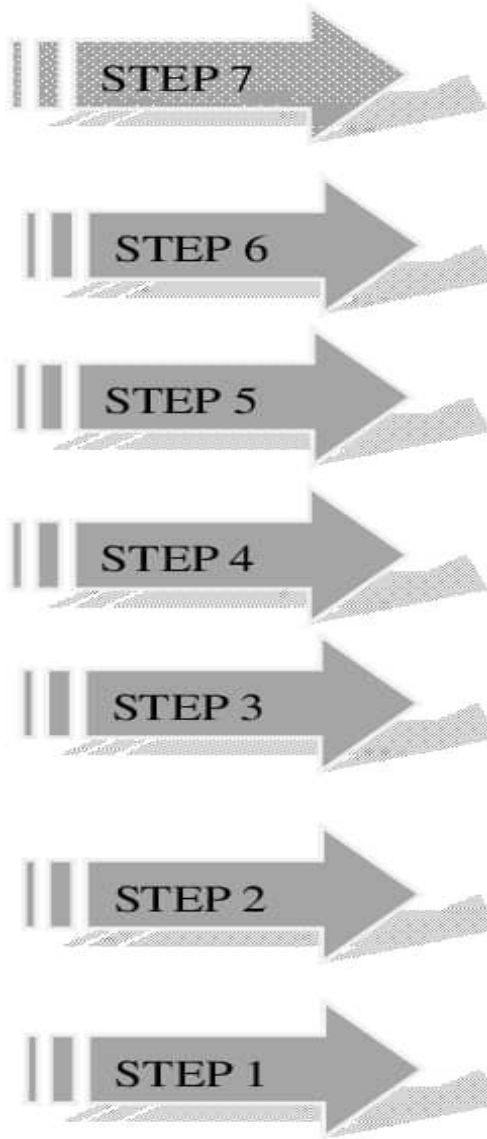
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Gartner



Globalization





- Establish and implement the improvement plan;
- Follow up and repeat step 4;
- Estimate costs of breeding and corresponding reduction of losses and waste;
- Identify methods for recovery of losses and wastes;
- Calculate the costs of losses and wastes;
- Separate the causal losses from those resulting losses;
- Identify qualitative losses and wastes;
- Quantify losses and wastes based on previous measurements;
- Quantify the total costs of processing;
- Assign goals to reduce costs;
- Get to know the full costs of transformation process.

Figure 2. The seven steps of cost deployment.

The 7 Wastes

MUDA is the Japanese word for WASTE.



Over Processing



Processing beyond the standard required by the customer.

Rework

Not right first time. Repetition or correction of a process.



Transportation



Unnecessary movement of people or parts between processes.

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Overproduction

To produce sooner, faster or in greater quantities than customer demand.

An idle waste is the wasted potential of people.



Inventory

Raw material, work in progress or finished goods which is not having value added to it.



Waiting

People or parts that wait for a work cycle to be completed.



Motion

Unnecessary movement of people, parts or materials within a process.



1

2

3

6

5

4

7





WORLD CLASS MANAGEMENT SERVICES

Outsourcing And Facility Management Services

Learnt over a decade the art of managing people for U



TICKET
FOR THE WORKSHOP

HUMAN PLUS
INSTITUTE

**HOW TO BE
THE WORLD
CLASS MANAGER**

The image is a promotional graphic for a workshop. It features a man in a dark suit and tie standing with his arms crossed in front of a night cityscape with illuminated buildings and a highway. The background is a gradient of purple and blue. In the top left corner, there is a yellow ticket stub graphic with the text 'TICKET FOR THE WORKSHOP'. In the top right corner, the 'HUMAN PLUS INSTITUTE' logo is displayed, consisting of a stylized 'HP' icon and the text 'HUMAN PLUS INSTITUTE'. At the bottom, a blue banner contains the title 'HOW TO BE THE WORLD CLASS MANAGER' in white, bold, uppercase letters.



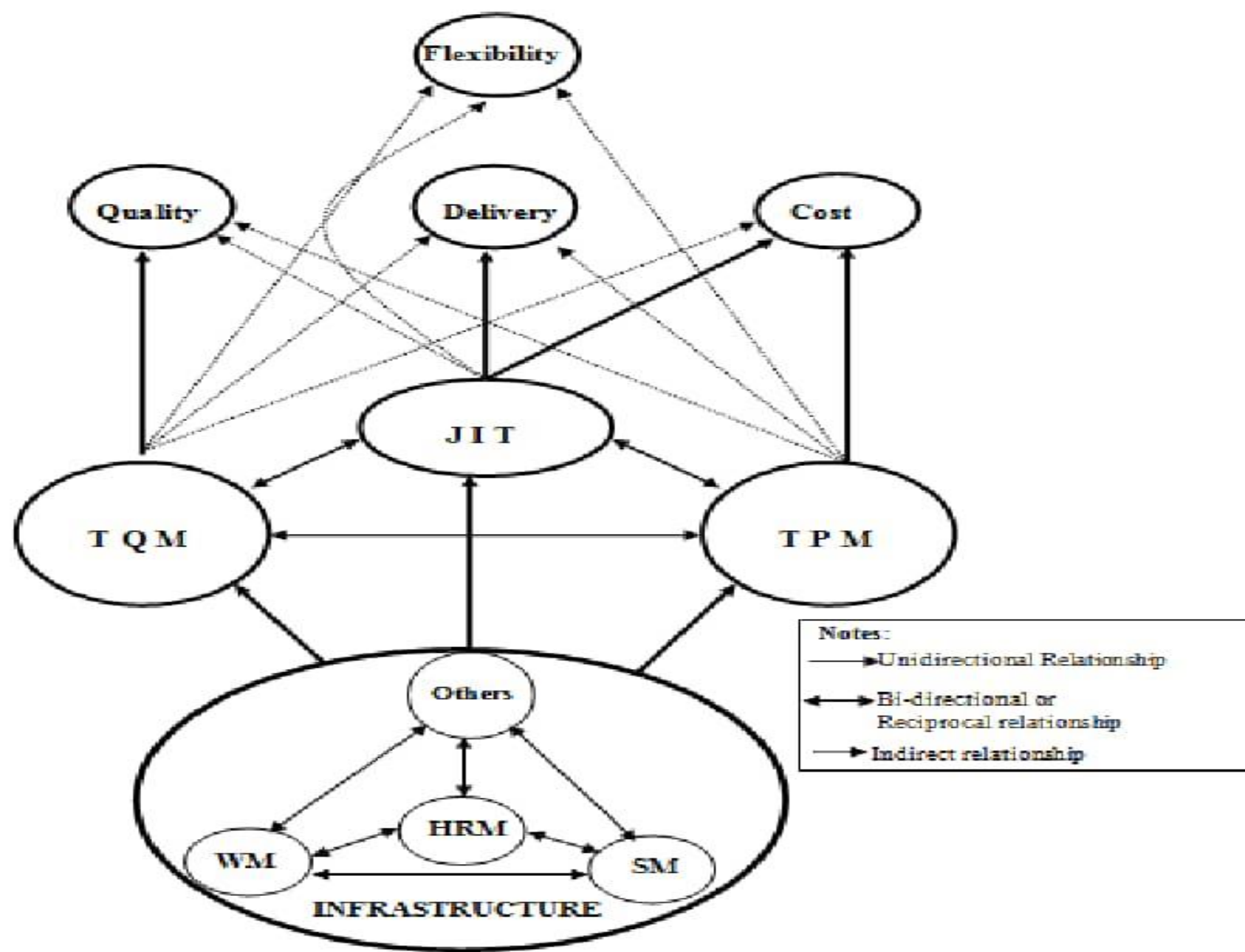
**WORLD CLASS
MANAGER**



World Class Manager



www.worldclassmanager.com



Legend: JIT = Just-in-Time Manufacturing	TQM = Total Quality Management
TPM = Total Productive Maintenance	HRM = Human Resource Management
WM = Workplace Management	SM = Supplier Management

The
Management
Practice



WORLD-CLASS MANAGEMENT PRACTICES



by Richard Schonberger

WORLD-CLASS MANAGEMENT PRACTICES





World-Class Management

*Aligning Strategy and Goals
Throughout the Organization*

Saskatchewan Association of Health Organizations

Saskatoon, SK

April 18, 2012

Sarah Patterson, Executive VP & COO

Virginia Mason Medical Center

Seattle, Washington

© 2012 Virginia Mason Medical Center



COMPETENCY





The Leadership Strataplex Model: Four skill requirements



Cognitive skills

...include the ability to communicate well both verbally and in writing, and the ability to learn and adapt.



Interpersonal skills

...involve effective social interactions and the ability to influence others.



Business skills

...involve operations analysis and the management of material resources.



Strategic skills

...involve the need to understand complexity and deal with ambiguity to foster change and innovation.



LEADERSHIP COMPETENCIES



WORLD CLASS
MANAGER



BE A
WORLD CLASS
MANAGER...

طبقه‌بندی شایستگی‌های مدیران جهانی

شایستگی‌های کلیدی مدیران در کلاس جهانی نیز بر اساس طبقه‌بندی‌های ارائه شده توسط صاحب‌نظران جهانی، نظرخواهی از خبرگان، مراحل ایجاد کسب و کارهای جهانی و تجزیه و تحلیل‌های کارشناسی از لحاظ تناسب موضوعی شایستگی‌ها در ۴ دسته زیر طبقه‌بندی گردید:

شایستگی‌های مرتبط با فرد	شایستگی‌های مرتبط با رابطه فرد با دیگران	شایستگی‌های مرتبط با اداره بنگاه	شایستگی‌های مرتبط با ذهنیت جهانی
ارزش‌ها و اصول اخلاقی تفکر تحلیلی تفکر خلاق نتیجه‌گرایی	توسعه روابط تاثیرگذاری بر دیگران رهبری تیم توانمندسازی دیگران شبکه‌سازی	تصمیم‌گیری تفکر استراتژیک	آگاهی از کسب و کار جهانی آگاهی فرهنگی و بین‌فرهنگی