© Arthur Koch

Entropy Busters® Series
The Important get Sacrificed to the Urgent
Volume 2 | Number 12 | December 2019

Sacrificing the Important for The Urgent

Do you or anyone within your organization ever sacrifice the important for the urgent? This is one of the key challenges of many organizations. When you look at the team member's challenges: e-mails, mobile phones and open work spaces, it's nearly impossible to find the quiet time and space to complete meaningful work. This reality is echoed by team leadership. Many, if not all, say they would love to work on certain priorities…if they only had the time…

With the New Year fast approaching, here are six strategies I've found to be highly effective for reducing urgent fire drills:
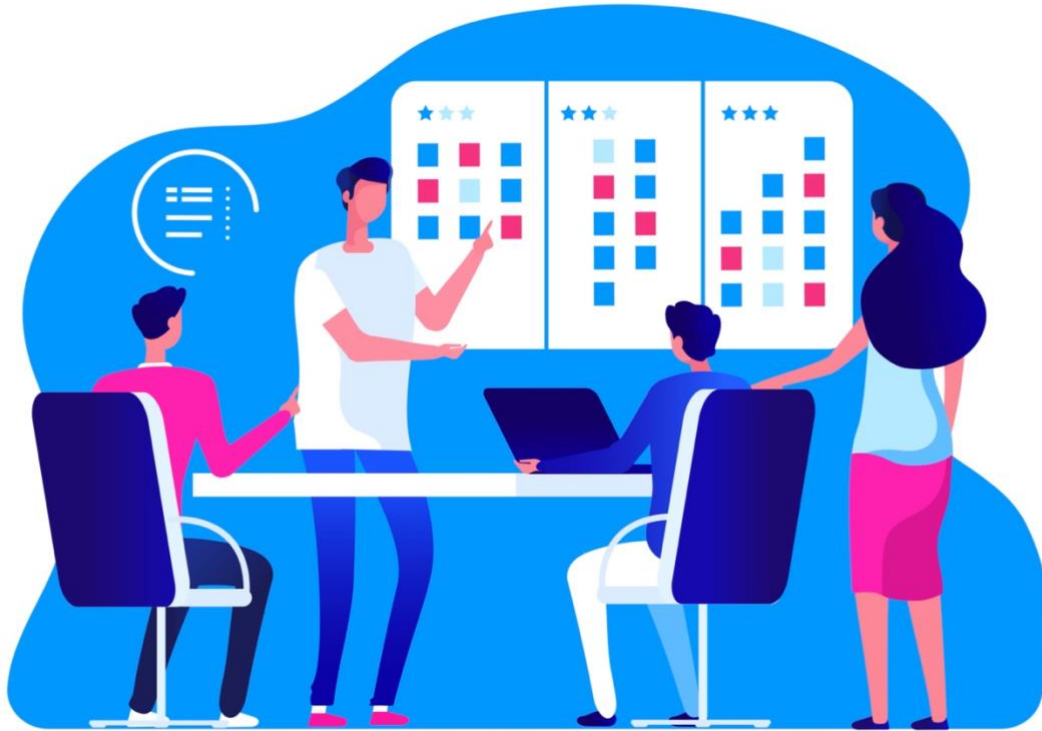
1. Distill KPI's down to the meaningful few.
2. Implement visual daily management (VDM) with 10-15-minute huddle meetings. Focus on the meaningful few KPI's for results over the next 24-48 hours.
3. Divide the day into two parts: mornings for tactical execution and afternoons for strategy planning.
4. Protecting the time slots for VDM will allow the process to become part of the culture and fabric of the organization. This drives consistency, balance and urgency.
5. There is a need to filter urgent requests. Lack of planning does not constitute a crisis for others. Don't let others lack of planning ruin your day. Learn to say "no" a few times! Let people know you mean business. When there is a crisis, force root cause analysis. Don't settle for it always being this way. Understand why it happened and why it wasn't detected earlier.
6. KPI's that are misaligned between departments can cause urgent tasks. Recently, I've seen departments with competing priorities. Internal sales may have the expectation of four weeks of finished goods on the shelves, while supply planning is driving toward two weeks. This misalignment causes tension between peers, unnecessary meetings and additional costs.
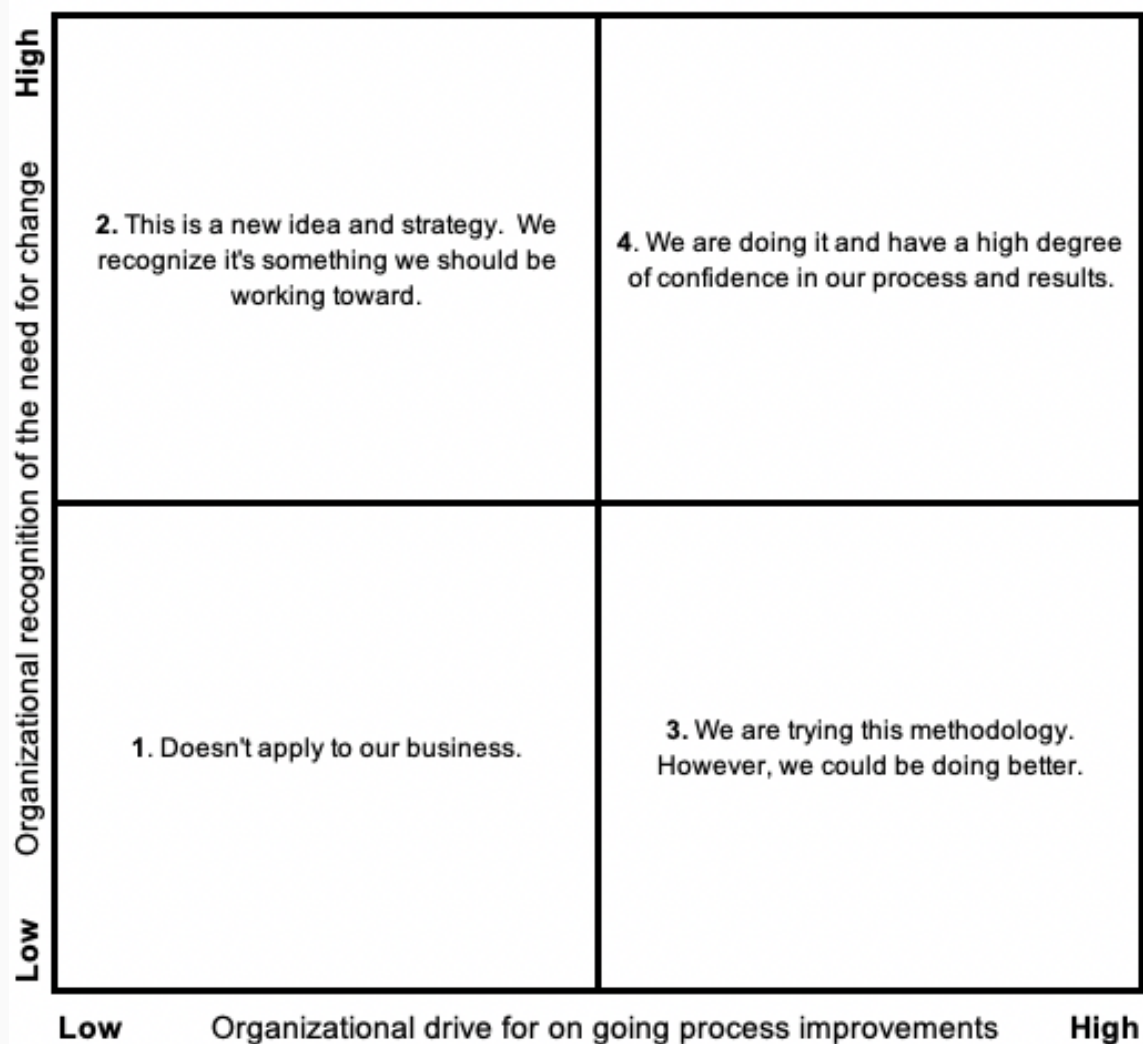
Build the foundation and demand process integrity. A solid foundation is the front-line defense to containing urgent overrides.

Happy Holidays and Happy New Year!

Self-Ranking - Pick one of the four questions below and then fill in your comments in the space provided.

1. Don't think this applies to your business or enterprise? (Write three to four reasons why it might not.)
2. This is a new idea and strategy, it's something we need to work toward. (Brainstorm the first steps.)
3. We can do better, modify our strategy, and now we are moving in the right direction. (What are the next steps to ensure success?)
4. Our team gets the necessary time to keep their minds fresh and we have plans to live our dreams. (Comment on how you're ready.)
    o _____.
    o _____.
    o _____.
    o _____.

Y-axis: Organizational recognition of the need for change (Low to High)
X-axis: Organizational drive for on going process improvements (Low to High)

2. This is a new idea and strategy. We recognize it's something we should be working toward.

4. We are doing it and have a high degree of confidence in our process and results.

1. Doesn't apply to our business.

3. We are trying this methodology. However, we could be doing better.

Art Koch's Profit Chain®

Dramatic improvements to inventory velocity, increased customer service and corporate profits"

Entropy Busters®

Stop letting the process manage you! Become the champion of your game plan and achieve sustainable profits.

Inventory Is Evil!™

in·ven·to·ry / ˈin-vən-ˌtȯr-ē / noun
Inventory is the term for the goods available for sale and raw materials used to produce goods available for sale.

in·ven·to·ry is evil! / ˈin-vən-ˌtȯr-ē is ˈē-vəl / phrase
Left unchecked inventory has many negative unintended consequences to profitability.
It hides problems; **therefore, it delays fixing problems!**

Turning Operational Problems into Profits™

Visit Our site

Thanks in advance for your time. As always, thanks for being a loyal client. Looking forward to helping you and your team again soon.

Carpe diem,

Art Koch
Arthur Koch Management Consulting, LLC

info@arthurkochmgt.com

+1 (336) 260-9441

Website   About   Services   White Papers   Case Studies
Unlock the Art of Change   Clients   Contact   Blog