

# INSIGHTS

Successful organizations know they need every employee engaged.

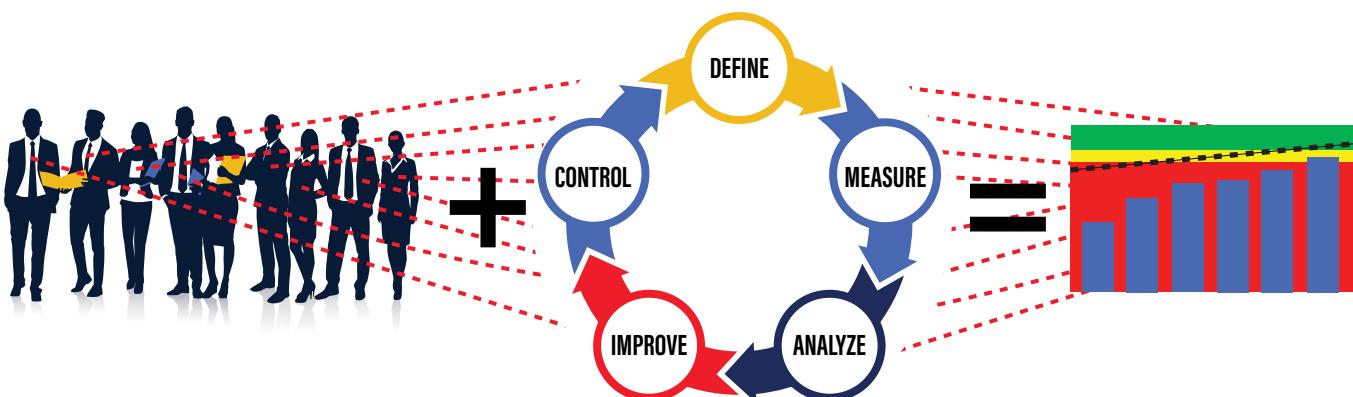
## The New Essential Skill

### THE STORY:

Since the industrial age began most organizations have not been designed to facilitate micro-improvements. In fact, traditional management systems are quite literally insensitive to input. The only voice it can hear are those of management and the experts who engineer changes.

### INSIGHT:

Increasingly we understand that for our organizations to improve we need all the help we can get, and that means we need everyone skilled at process improvement. That's part one. Part two is we need to create permission for action, or in other language, the authority to make improvements. No skill is more essential for every employee to have than root-cause based process improvement. The skill at making processes better make giving authority much more straightforward.



### Results Driven Government – on the journey to Level Three Government



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