

## **An Introduction to UIMPROVE**

### **IF UIMPROVE IS THE SOLUTION, WHAT'S THE PROBLEM?**

- **"Help! We have a big problem! We are failing"**
- **"We are doing okay, we've no major problems but we are not performing as well as we should be"**
- **"We are a top performing organisation"**

Regardless of how you feel your organisation is performing, there is a common desire within most organisations to do better. The intensity of this desire varies from organisation to organisation, however top performing organisations are often most vulnerable. If you're at the top, there is a temptation to be complacent about improvement. Organisations who are in trouble *know* they've *got to* improve to survive. That's why the great quality guru Dr. Deming (more about him later) called his most famous book *Out of the Crisis*. If you're in a crisis you know you've got work to do.

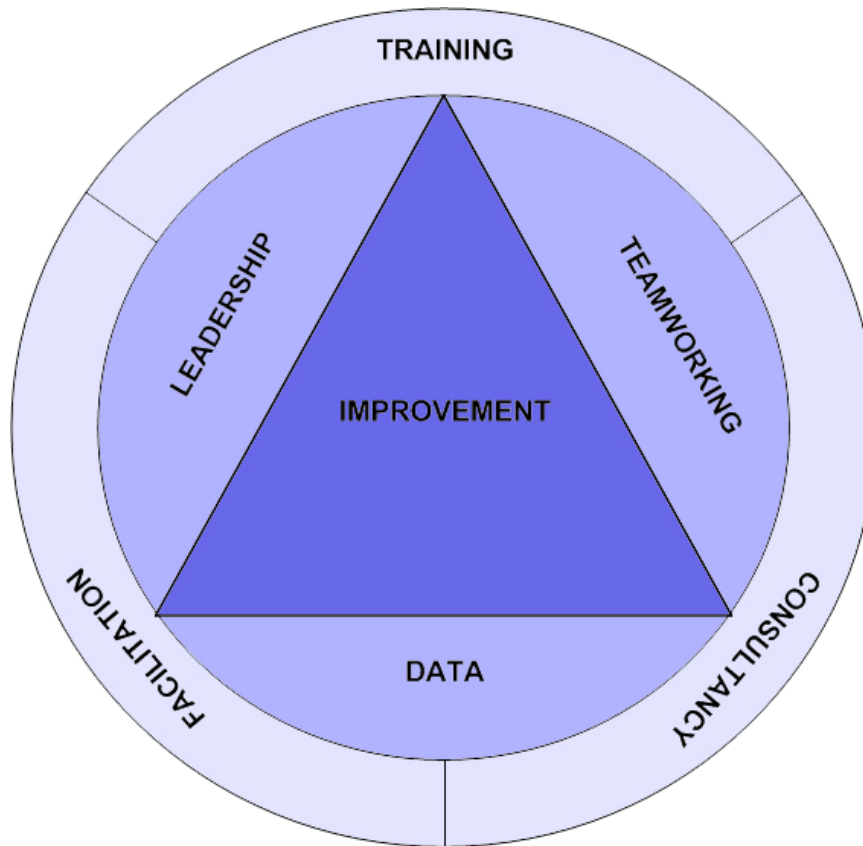
UIMPROVE is an approach to organisational improvement. If you want to improve - whether you're in a crisis, doing okay or a top performer - UIMPROVE can help.

### **WHAT YOU SHOULD SEE IN AN ORGANISATION USING UIMPROVE**

- Lots of improvement activity
- Better strategy, projects, processes
- Structured and efficient meetings
- Good use of data through from collection through to analysis
- Leaders leading
- Effective teamworking and high levels of participation
- Results

## UIMPROVE - THE SYSTEM OF IMPROVEMENT

UIMPROVE is an integrated system of improvement that can be used by any organisation, team or individual to transform the way they work.



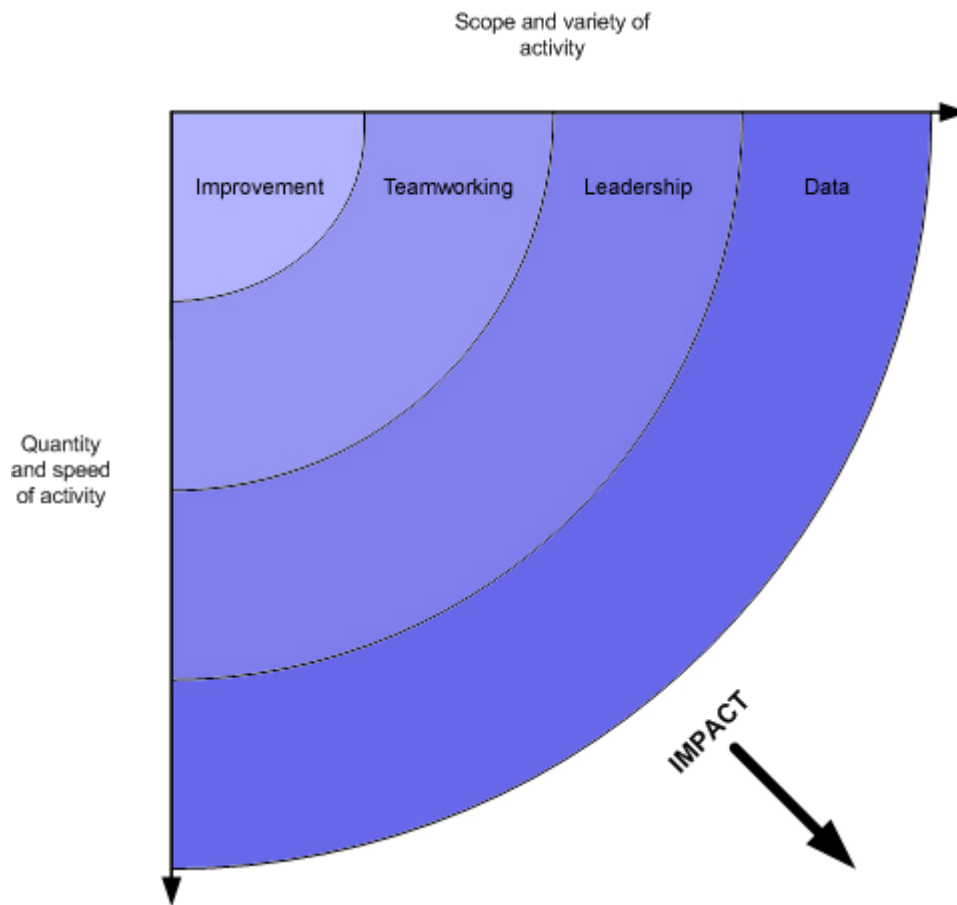
To take a systematic approach to improvement, activity is needed in four areas:

- (1) Improvement  
Better strategy development, corporate planning, projects and processes.
- (2) Teamworking  
Better and more cohesive working within teams and between teams of all descriptions.
- (3) Leadership  
Better leadership practices and processes.
- (4) Data  
Better use of data at a strategic, project and routine operation level.

In order to help line managers achieve the above, 'improvement professionals' can provide Facilitation, Training and Consultancy.

## THE UIMPROVE IMPACT MODEL

The purpose of the Impact Model is to get maximum improvement as quickly as possible.



There are two dimensions to this:

- (1) Scope and variety of activity
- (2) Quantity and speed of activity

Scope comprises work on the four areas of the **UIMPROVE** model: Improvement, Teamworking, Leadership and Data. The broader the scope, the more results you see across a broader front. Quantity and speed are self-explanatory - the more you do and the quicker you do it, the better the results are.

## THE SIX FEATURES THAT MAKE UIMPROVE UNIQUE

### (1) Practical

- A straight-forward approach applicable to any organisation, large or small
- Works in the real world not just in the classroom
- Works all the way from the boardroom to the front-line
- Easy to understand and apply
- No over-complicated models
- Leads to sustained improvement
- A well developed supporting infrastructure of training, facilitation and manuals

### (2) Systematic

- A systematic approach to running the organisation
- Proven structures for getting things done
- Use of tools and techniques
- Decision making based on data
- No more making it up as you go along
- No more sitting around tables and talking or arguing about things
- Not a magic dust approach

### (3) Participative

- People are involved in a structured way
- Those who do the job are involved and make a difference
- Involves the right people at the right time from all levels of the organisation
- Front-line staff love it because it gives them a voice
- Because it is systematic, it is clear what to do with people's contributions

### (4) Integrated

Many organisations use one approach for strategy development, another for project management, another for leadership development and so on. The result - lots of different approaches where nothing fits with anything else. UIMPROVE is different because it integrates all these activities and more.

- A system not a tool kit
- Not isolated activity, instead activity is linked to organisational strategy
- Everything fits with everything else
- The whole is greater than the sum of the parts

### (5) Tried-and-tested

- Continuously developed since 1992
- Used daily by thousands of real people working in real organisations
- Used in a wide variety of industries and sectors
- Proven track record
- People use UIMPROVE because it works

### (6) Impeccable pedigree

- Firmly supported by good theory
- Stands on the shoulders of the giants - Shewhart, Deming, Juran and Tribus