Management Operating System

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What is Management Operating System

A way of bringing together information, forums (meetings/conversations) and work practices to support effective decision making & improvement activities

Aligned
Visible
Responsive

The Key Outcome is:
CONFIDENCE that we have work systems and structure to support our teams to deliver results
What a Management Operating System IS

- A way of bringing together information, forums (meetings/conversations) and work practices to support effective decision making
  - Aligned
  - Visible
  - Responsive

- The key outcome is: CONFIDENCE that we have work systems and structure to support our teams to deliver results
What a Management Operating System IS NOT

- Leadership Development
- Organisational Development (Culture / Behaviours)
- Development of Information Systems
- Patient Operational Planning Systems
- Performance Improvement Programme

However: It makes visible whether we are achieving what we set out to (or not) in each of these
Focus of a Management Operating System

**When** | **What** | **How**
---|---|---
*Short Term* | Run the organisation (BaU) | Manage Performance
| | | Manage Process

*Long Term* | Change (Improve) the organisation | Deploy Strategy
| | | Improve Process
| | | Redesign
An effective Management Operating System depends on:

- Aligned Goals and Objectives
- Leadership
- Behaviours & Values
- Discipline & Accountability

**Vision & Strategy**

**People & Culture**
Key Elements of a Management Operating System

Underpinned by:
Standard Work
Discipline
Daily accountability
Visual Management
Overarching Principles

- “Status at a Glance” - increased visibility and transparency of performance
- “Action” - a drive towards ‘Concern, Cause, Countermeasure’ thinking
- “Discipline” - clearly defined roles and accountabilities
- “Alignment” - improved alignment across HSGs and the wider organisation
- “Purpose” - focusing on leading and managing the organisation
- “PDCA” – ongoing review and improvement
Deployment Approach

1. Develop Management Operating System for Executive Level

2. Rollout Strategy Deployment, Scorecard Development and improved Decision Making Forums within Adult Healthcare Service Group

3. Develop a showcase that includes all the elements of the Management Operating System within one service - Respiratory

“The Management Operating System gives us a clear view of how individual services are going, and how the HSG is going overall. It stops us forgetting about issues that in the past would sometimes disappear off the radar.”

Barry Snow – Medical Director Adults Health Service Group
ADHB Level 1 - Management Operating System
Respiratory Example
Respiratory Example
“It has worked well to give me a clear understanding of what our priorities are and make that clear to all within the department.”

Mark O’Carroll – Clinical Director, Respiratory
Respiratory Example

“It has simplified our ability to communicate at the Health Service Group level our business as usual activities.”

Andrew Davies – Adults HSG Performance Improvement Director
Respiratory Example
Respiratory Example
Respiratory Example