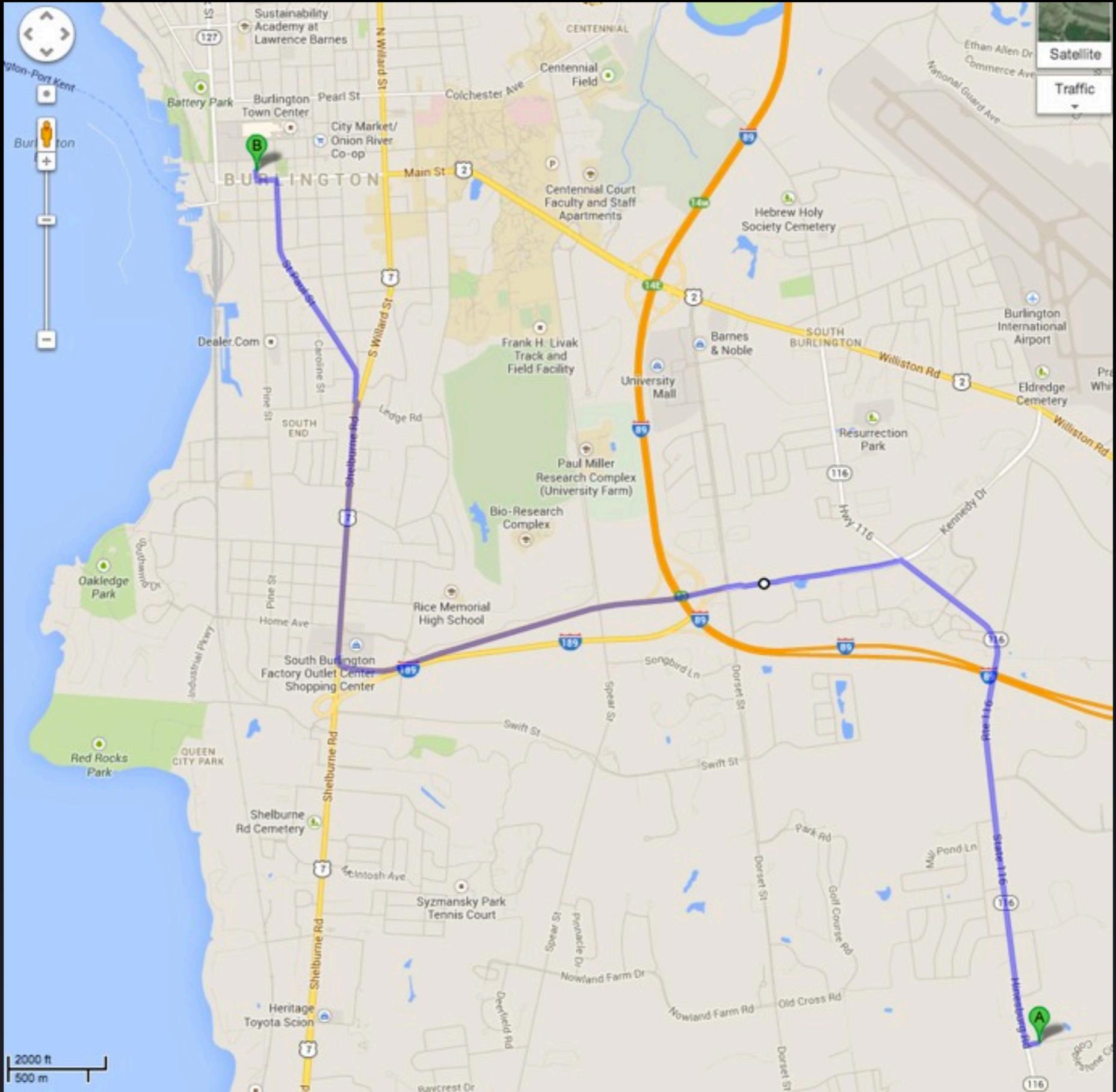


hello!

Paul Dandurand, CEO
PIEmatrix







INTERNATIONAL
Project Management *Day*

November 7, 2013

**did you
know...**



PMI's Pulse of the Profession™ (2013)



declining

2008

2013

17% fail

8% high performers

High Performers



Low Performers



not at risk

at risk

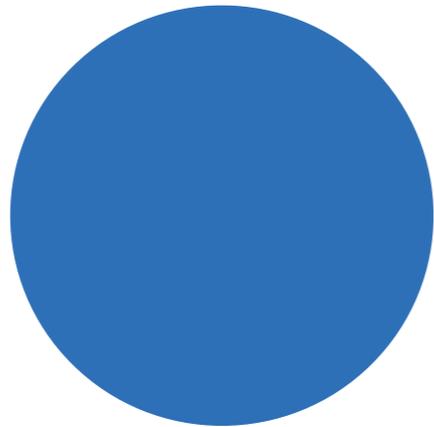
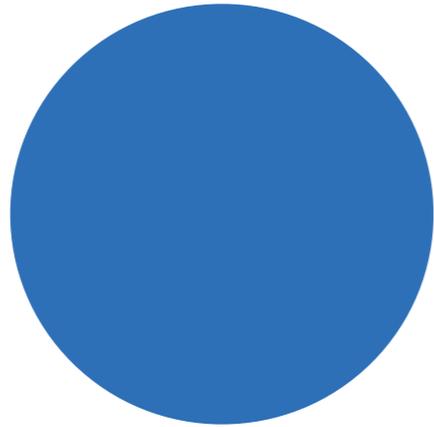
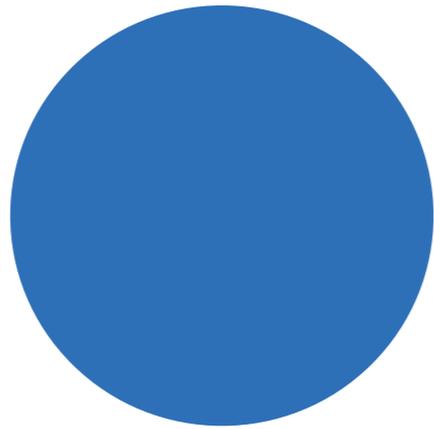
Low performers waste 14 times more



High Performers

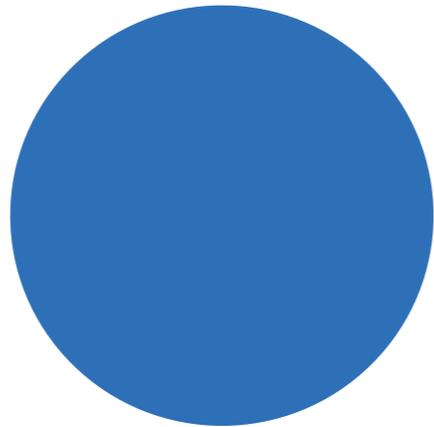
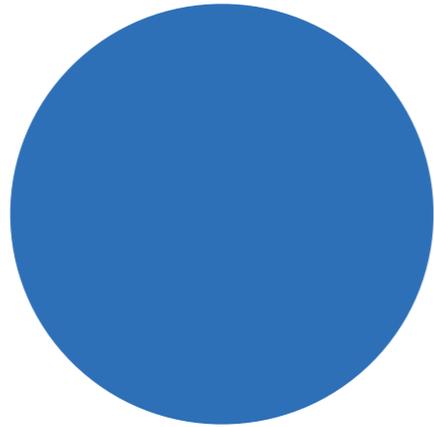


High Performers



High Performers

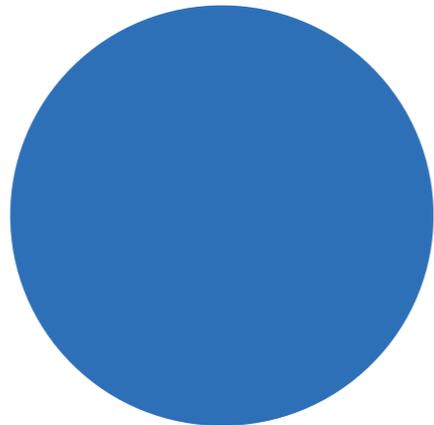
Focus on talent management



High Performers

Focus on talent management

Focus on standardized pm



High Performers

Focus on talent management

Focus on standardized pm

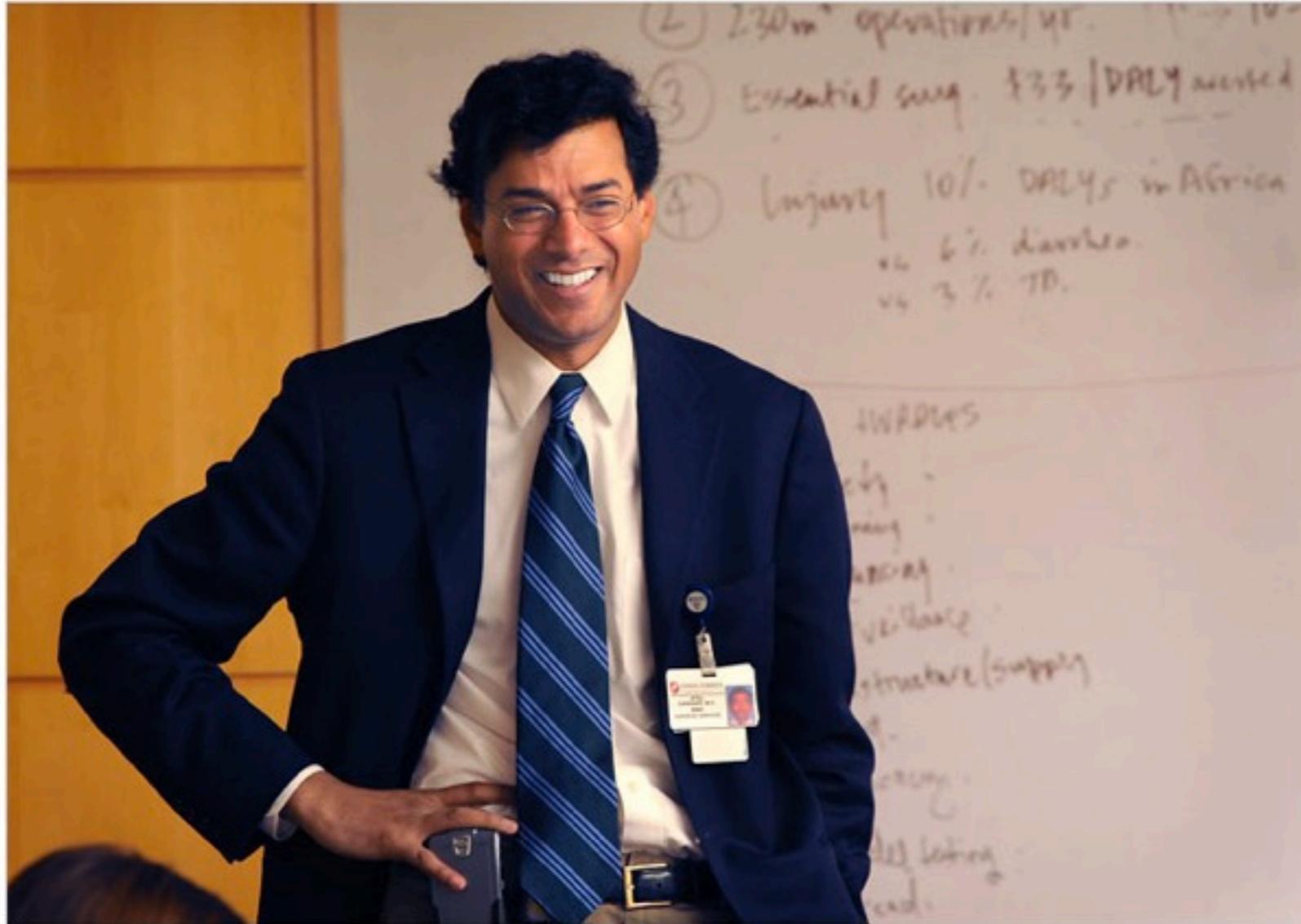
Focus on strategic alignment

Focus on talent management

today

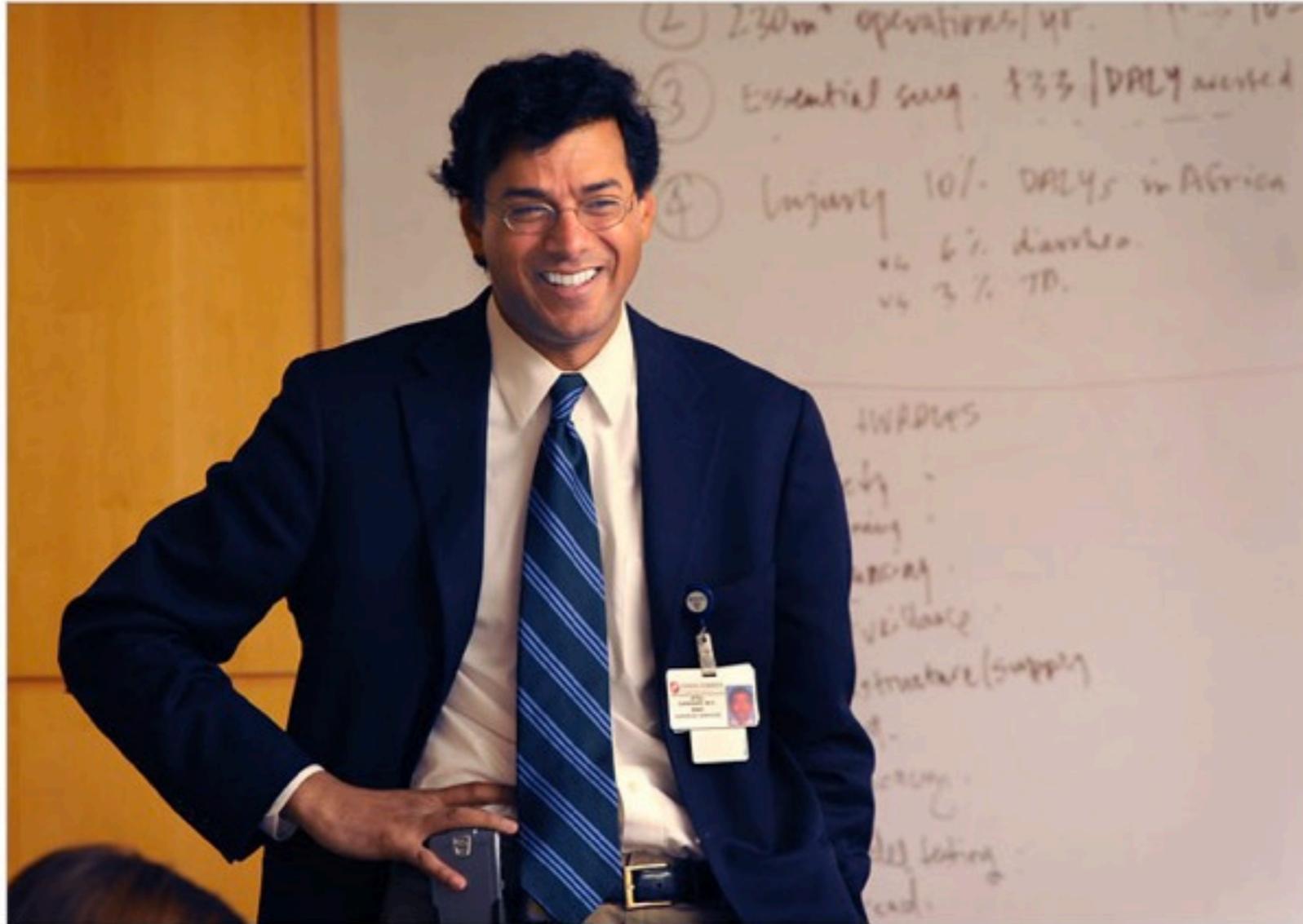
Focus on standardized pm

Focus on strategic alignment



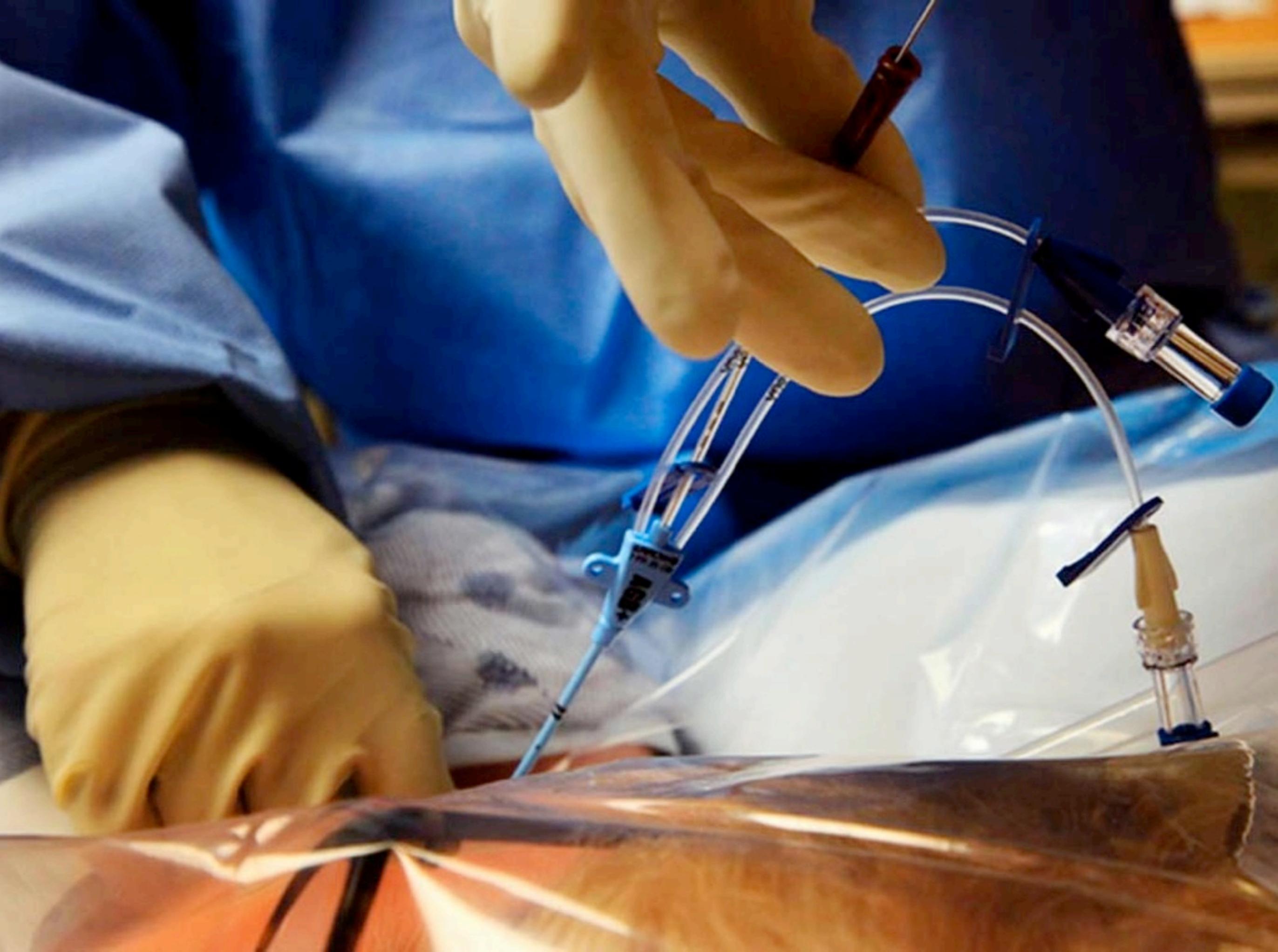
Paul Fiedl

Dr. Atul Gawande, the author of “The Checklist Manifesto”



Dr. Atul Gawande, the author of “The Checklist Manifesto”

5 things doctors
needed to do
when inserting
central lines to
avoid infection...



1. wash hands with soap



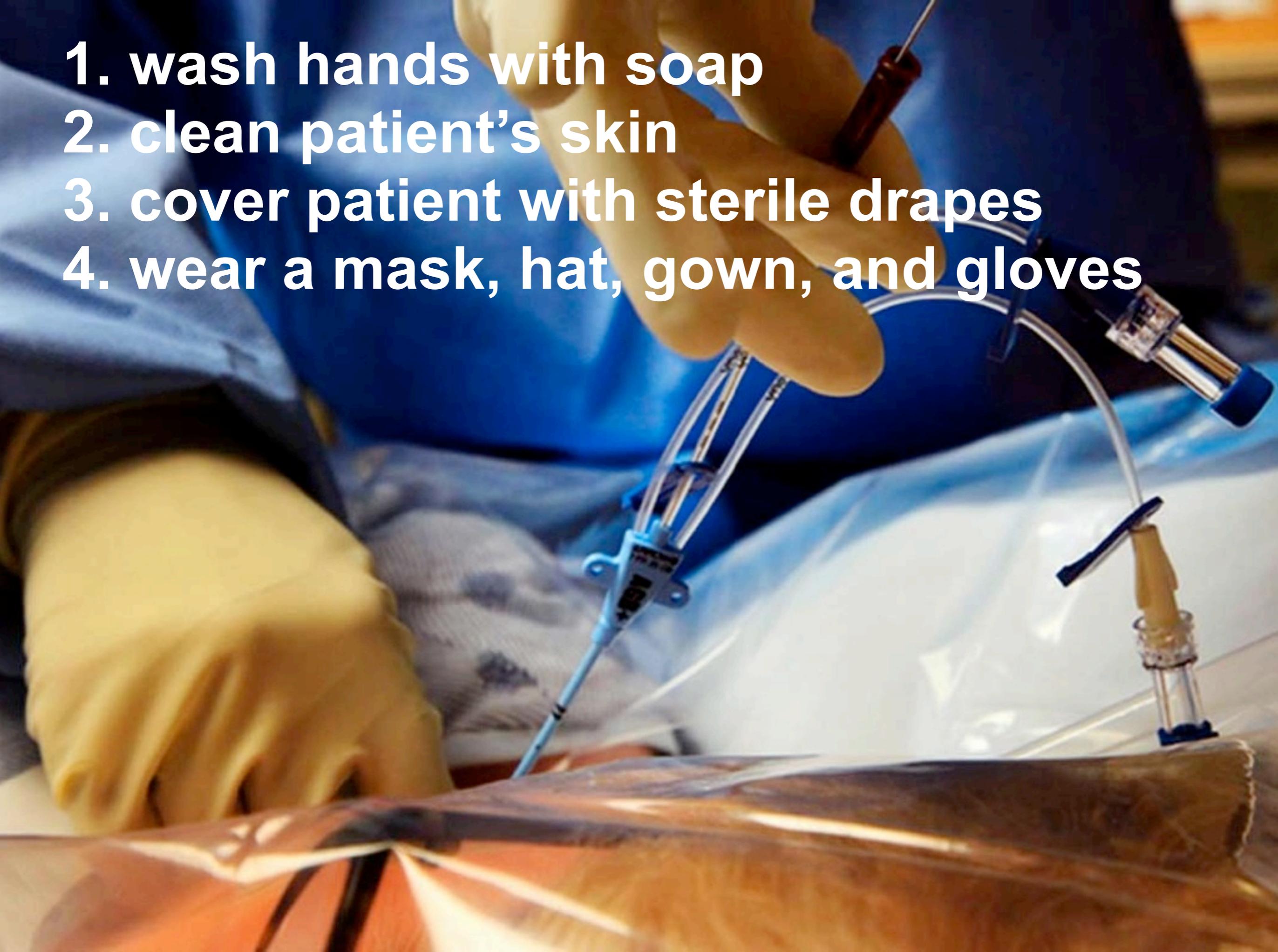
1. wash hands with soap
2. clean patient's skin



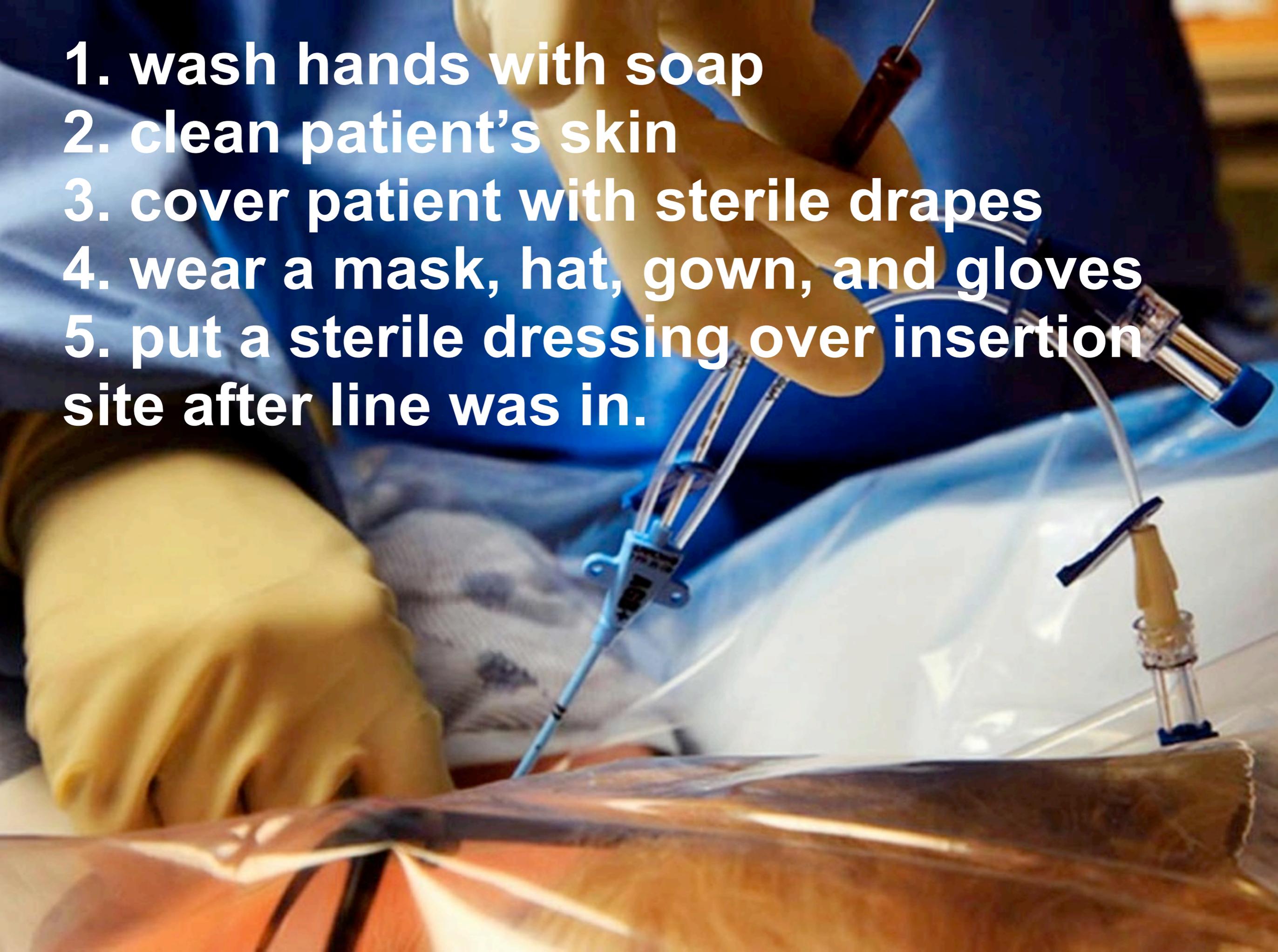
- 1. wash hands with soap**
- 2. clean patient's skin**
- 3. cover patient with sterile drapes**



- 1. wash hands with soap**
- 2. clean patient's skin**
- 3. cover patient with sterile drapes**
- 4. wear a mask, hat, gown, and gloves**



1. wash hands with soap
2. clean patient's skin
3. cover patient with sterile drapes
4. wear a mask, hat, gown, and gloves
5. put a sterile dressing over insertion site after line was in.



**“These steps are no-brainers;
they have been known and
taught for years.”**

**“These steps are no-brainers;
they have been known and
taught for years.”**

Duh!

**“1/3 of the time at least
one of these critical steps
were skipped”**

**“1/3 of the time at least
one of these critical steps
were skipped”**

Ooops



Must do

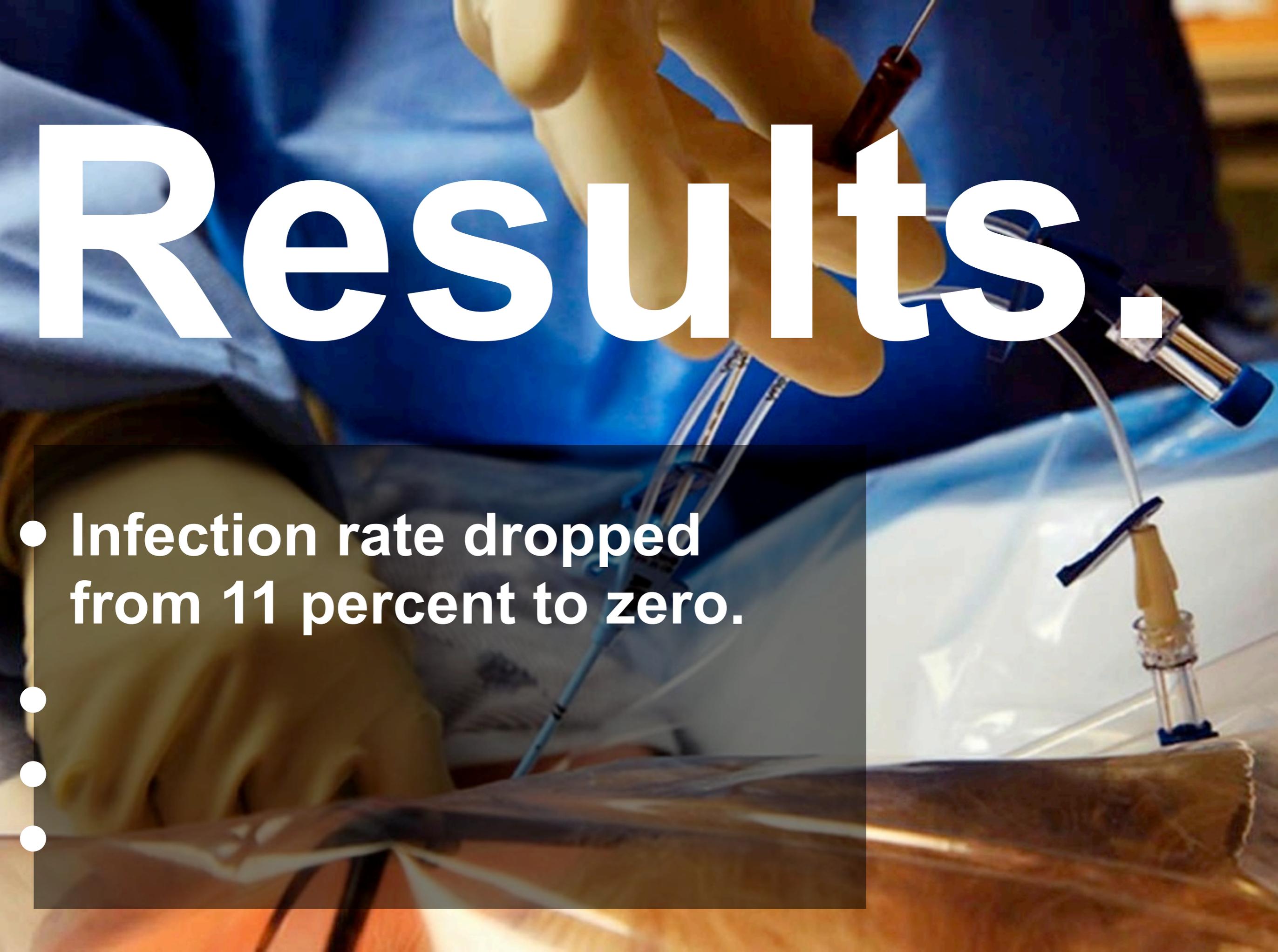
Johns Hopkins Hospital Study
Dr. Peter Pronovost

Implemented the 5 steps



Results.

-
-
-
-



Results.

- Infection rate dropped from 11 percent to zero.
-
-
-



Results.

- Infection rate dropped from 11 percent to zero.
- Prevented 43 infections.
-
-

Results.



- Infection rate dropped from 11 percent to zero.
- Prevented 43 infections.
- Avoided 8 deaths.
-

Results.



- Infection rate dropped from 11 percent to zero.
- Prevented 43 infections.
- Avoided 8 deaths.
- Saved hospital about \$2M.

Get the common stuff right.

Get the common stuff right.

Then make it better.

Get the common stuff right.

Then make it better.

Get the harder stuff right.

Get the common stuff right.

Then make it better.

Get the harder stuff right.

Then make it better.



Chaos, Order, Alive !

Go from survive to thrive!

today

1)

2)

3)

today

1) power of best practices

2)

3)

today

- 1) power of best practices
- 2) three maturity levels
- 3)

today

- 1) power of best practices
- 2) three maturity levels
- 3) how to move

Part 1 of 3

power of best practices



5 w's

?



how to...



increase revenues

reduce cost





stay out of
trouble

get things done
faster and better

get things done
faster and better



collaborative processes

get things done
faster and better



collaborative processes



creativity

get things done
faster and better



collaborative processes



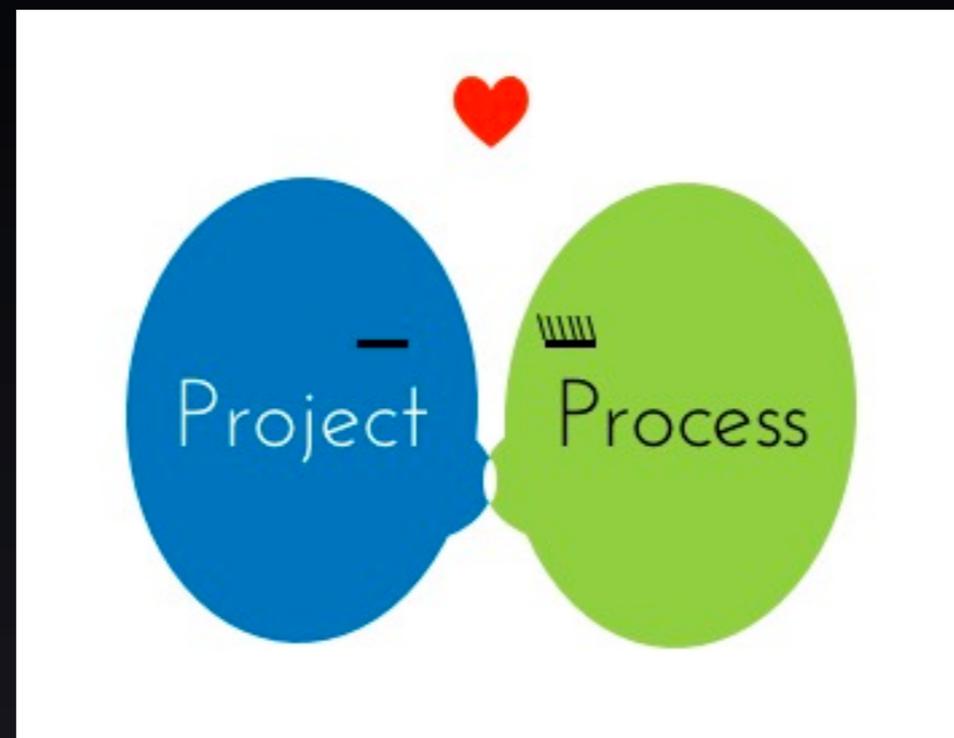
creativity



best practices

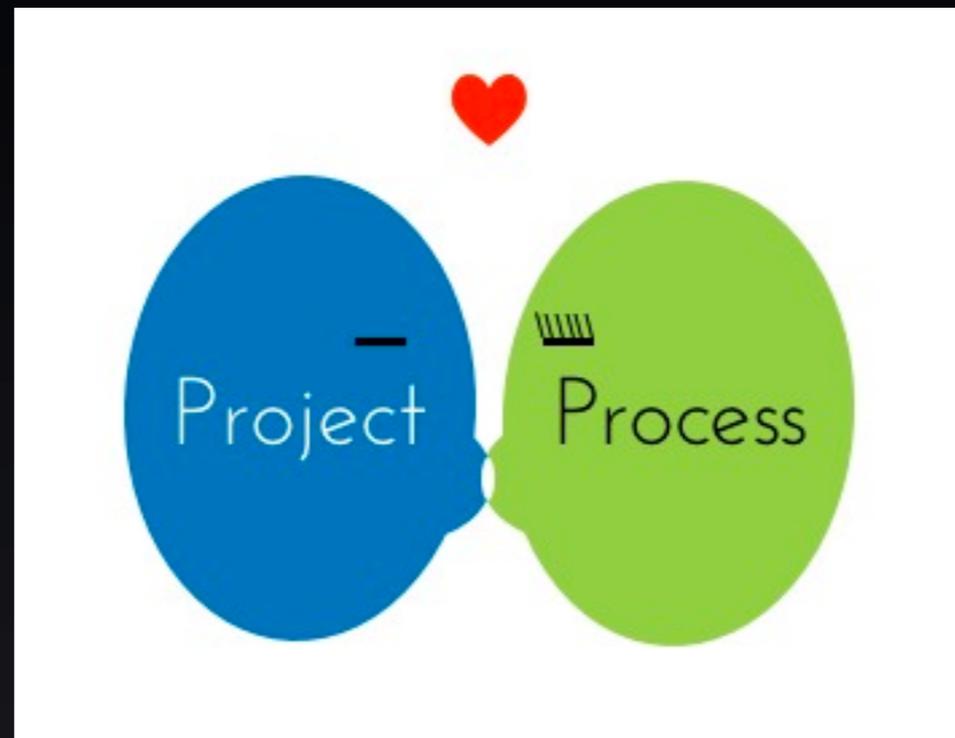
A word about projects vs. processes

Kissing Cousins



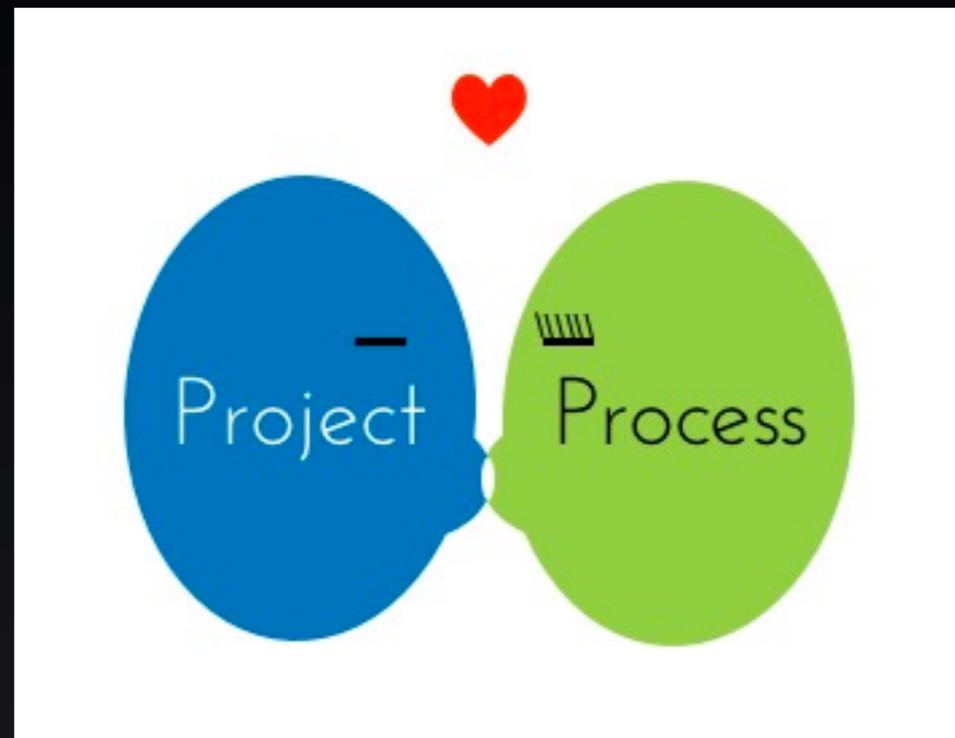
Kissing Cousins

- Projects desire processes



Kissing Cousins

- Projects desire processes



- Processes are passionate about projects

best practices

best practices

over used,
outdated

best practices

best methodology

best practices

best methodology

smart process

best practices

best methodology

smart process

proven practices

best practices

best methodology

smart process

proven practices

this week's best

definition

best practices

best practices

A set of actionable process steps with the *how-to* that...

best practices

A set of actionable process steps with the ***how-to*** that...

Drives value

best practices

A set of actionable process steps with the ***how-to*** that...

Drives value

Provides the knowledge smarts

best practices

A set of actionable process steps with the ***how-to*** that...

Drives value

Provides the knowledge smarts

Continuously gets better

best practices

The greatest knowledge base in the organization is the tacit knowledge in the heads of the people that is continually changing and evolving.

Buckman Laboratories International, Inc. 2007

Buckman Laboratories International, Inc. 2007

continually changing and evolving.

best practices



Craig



Bethany



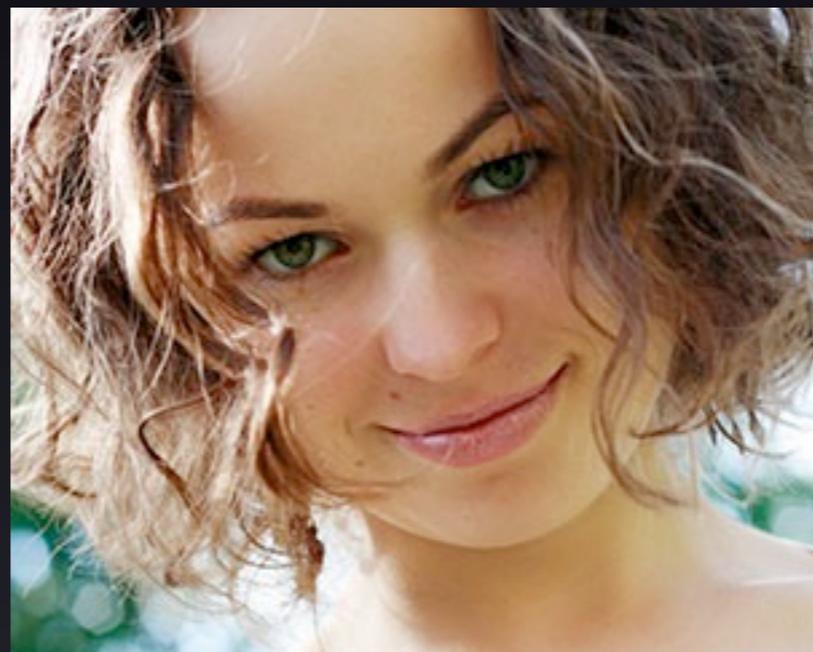
Nick

industry

best practices



Craig



Bethany



Nick

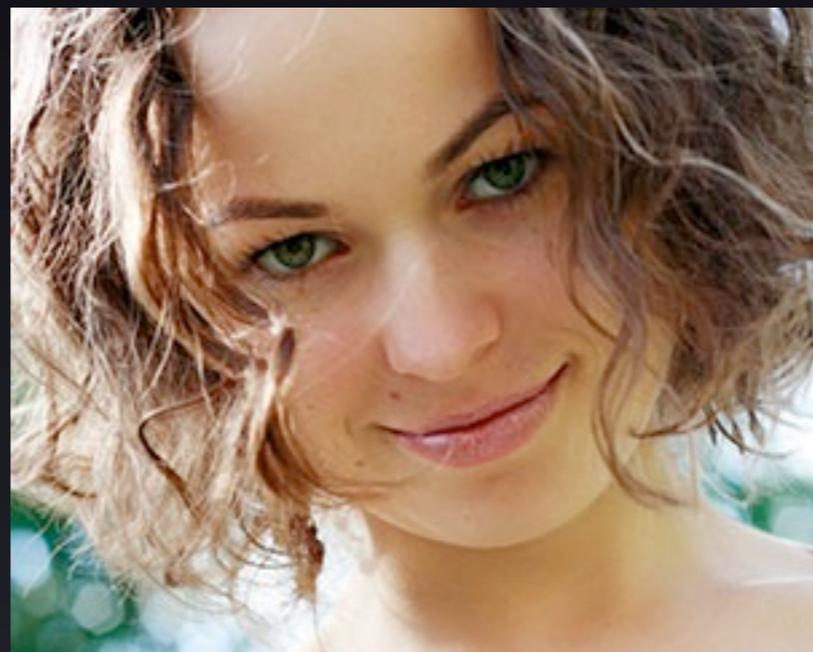
best practices

industry

ideas



Craig



Bethany



Nick

best practices

industry

ideas

share



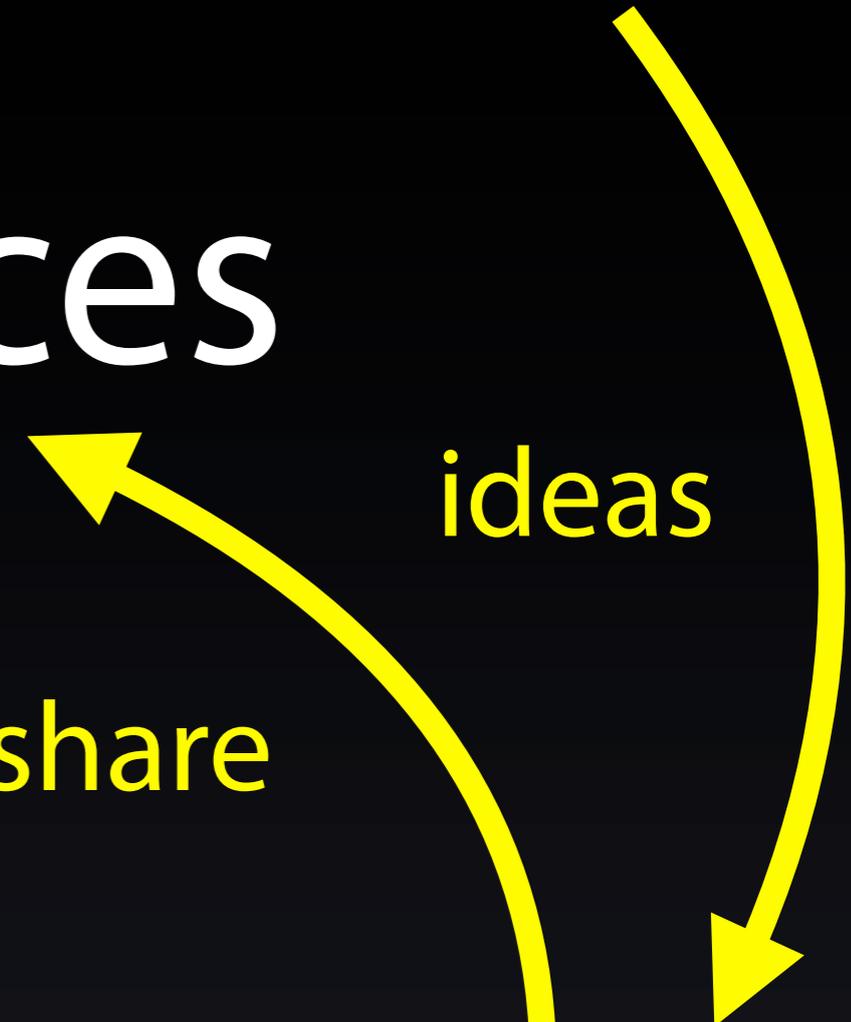
Craig



Bethany



Nick



best practices

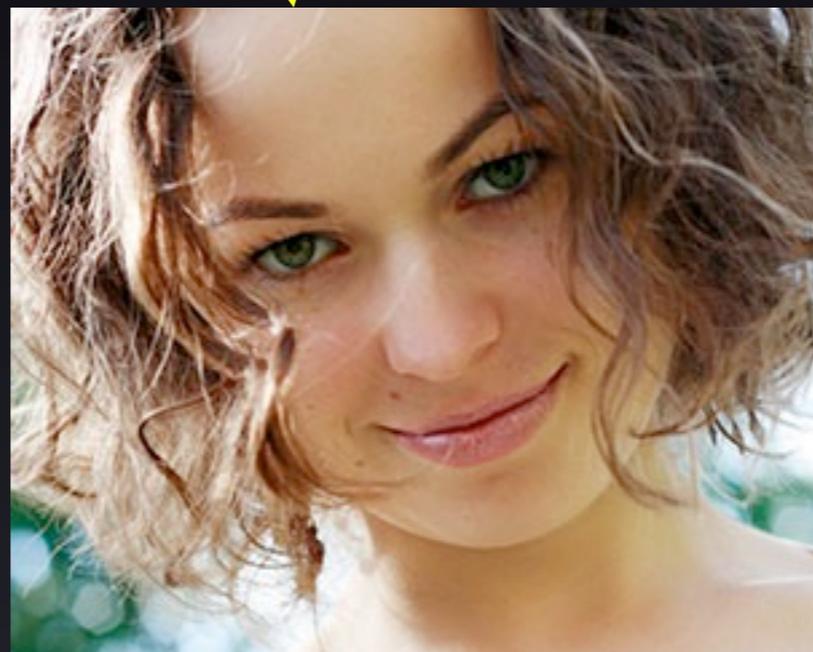
industry

ideas

share



Craig



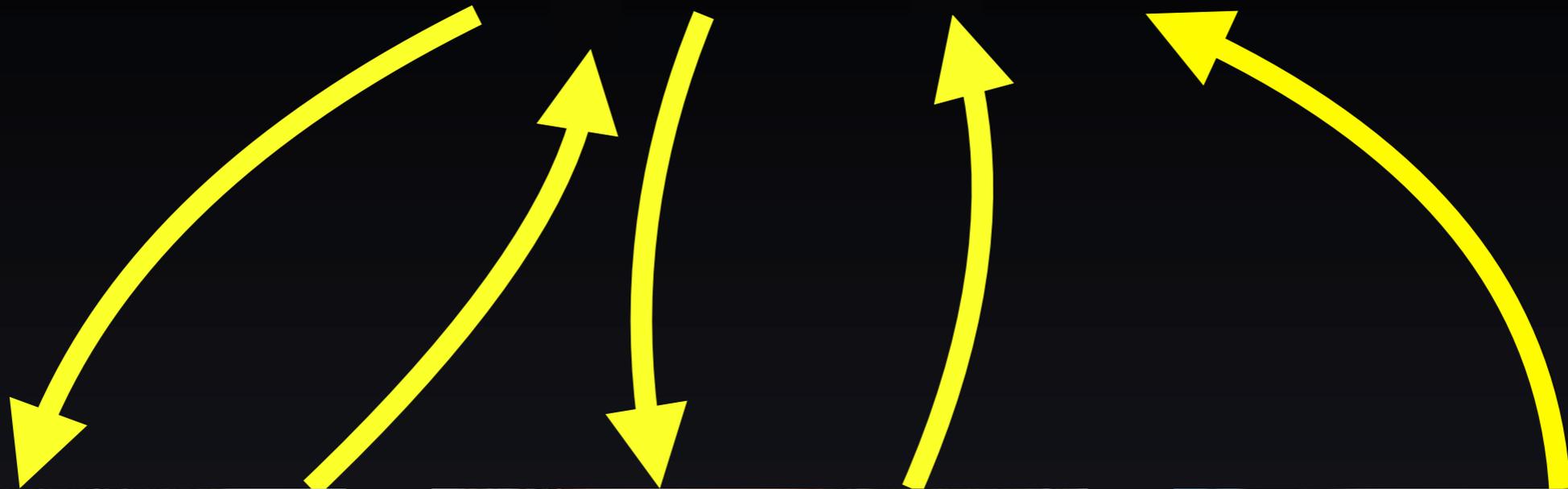
Bethany



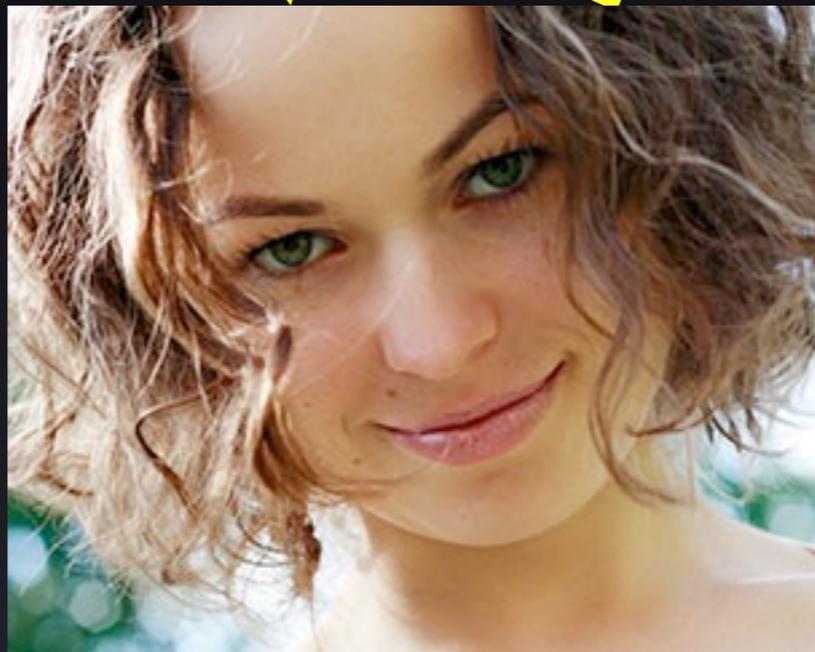
Nick



best practices



Craig

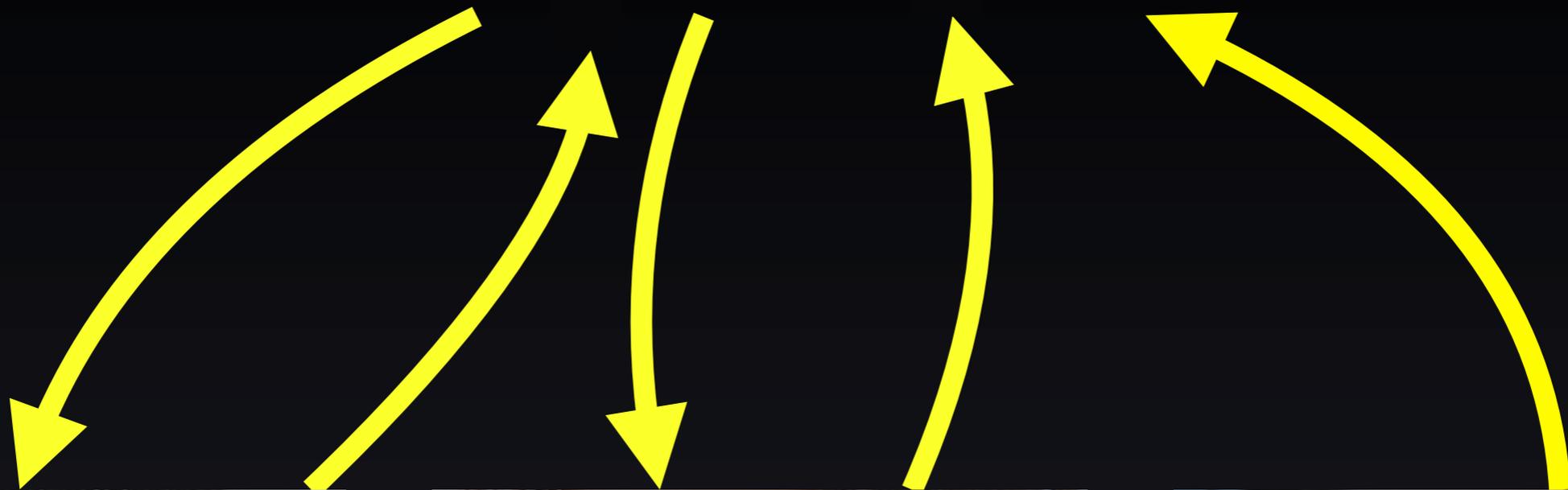


Bethany



Nick

best practices



Craig



Bethany



Nick

organic best practices



Craig



Bethany



Nick

organic
best practices



real time



Craig



Bethany



Nick

organic best practices



how do you
make this work?

Part 2 of 3

the 3 maturity levels
Chaos, Order, Alive!



1. Chaos





1. Chaos

5 w's



1. Chaos

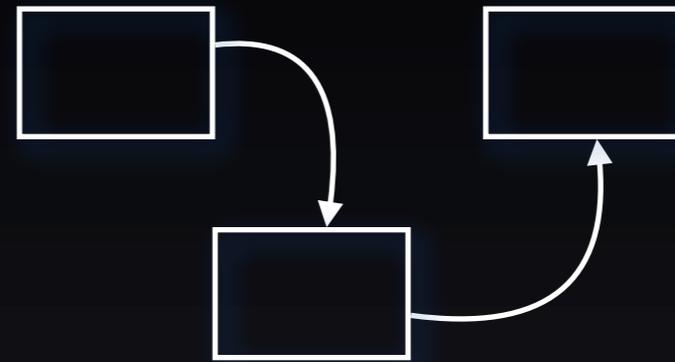
how?



1. Chaos

where's
Nick?

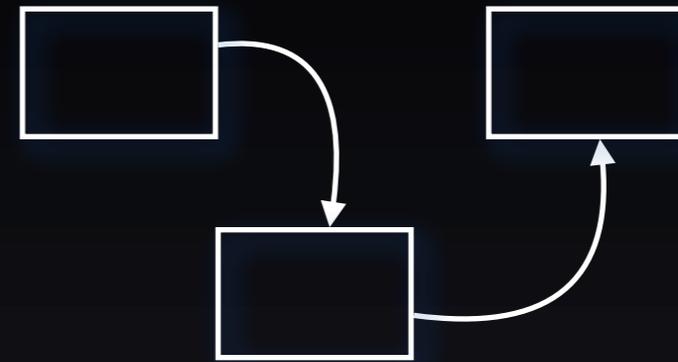
how?



process

1. Chaos

1. Chaos



process

best practices

MISSING

collaboration

1. Chaos

Ad hoc. Heroics.
Fire.

Where is Nick?

Low efficiencies &
effectiveness

How do you exit from
Chaos?

Document your
processes.

2. Order



2. Order 5 w's

WHAT

WHEN

WHERE

WHO

WHY



2. Order

how?

still missing



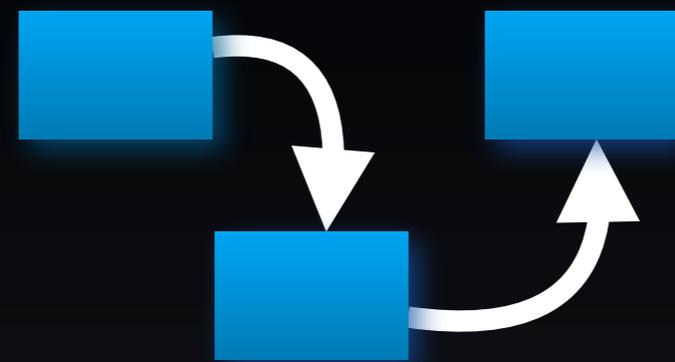
2. Order

there's Nick

how?

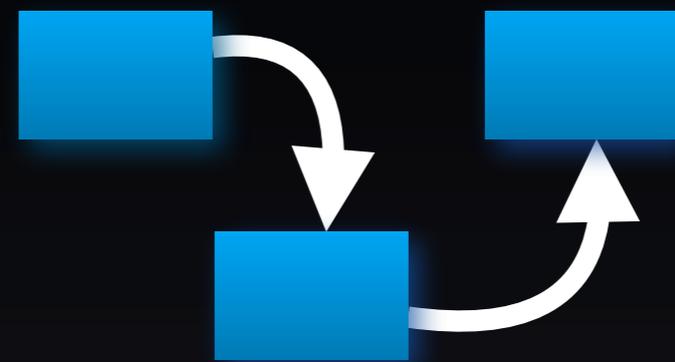


2. Order



process

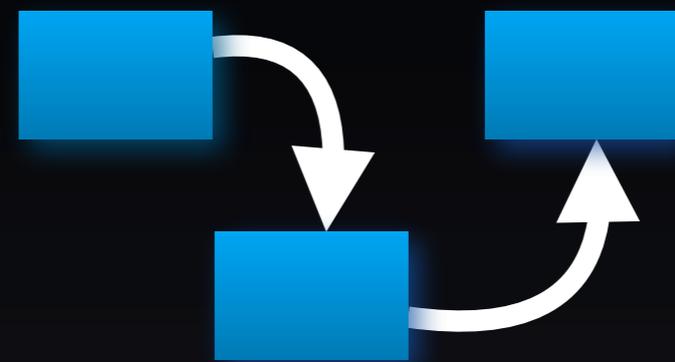
2. Order



process

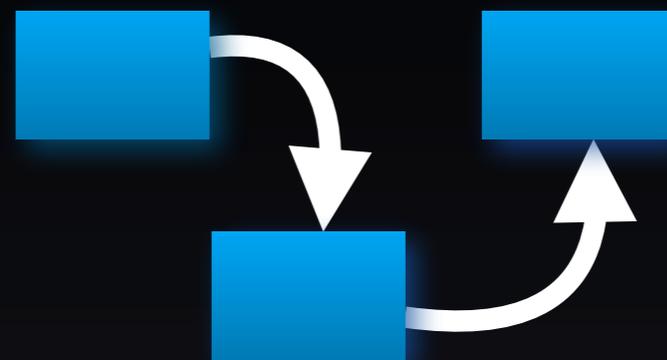
best practices

2. Order



process
best practices
collaboration

2. Order



process

best practices

Almost

collaboration

2. Order

Standardized.
(Not in practice).

Know Nick, not shared.

Some efficiency.

How do you move up
from Order?

You need to:



You need to:

- Optimize.

-

-

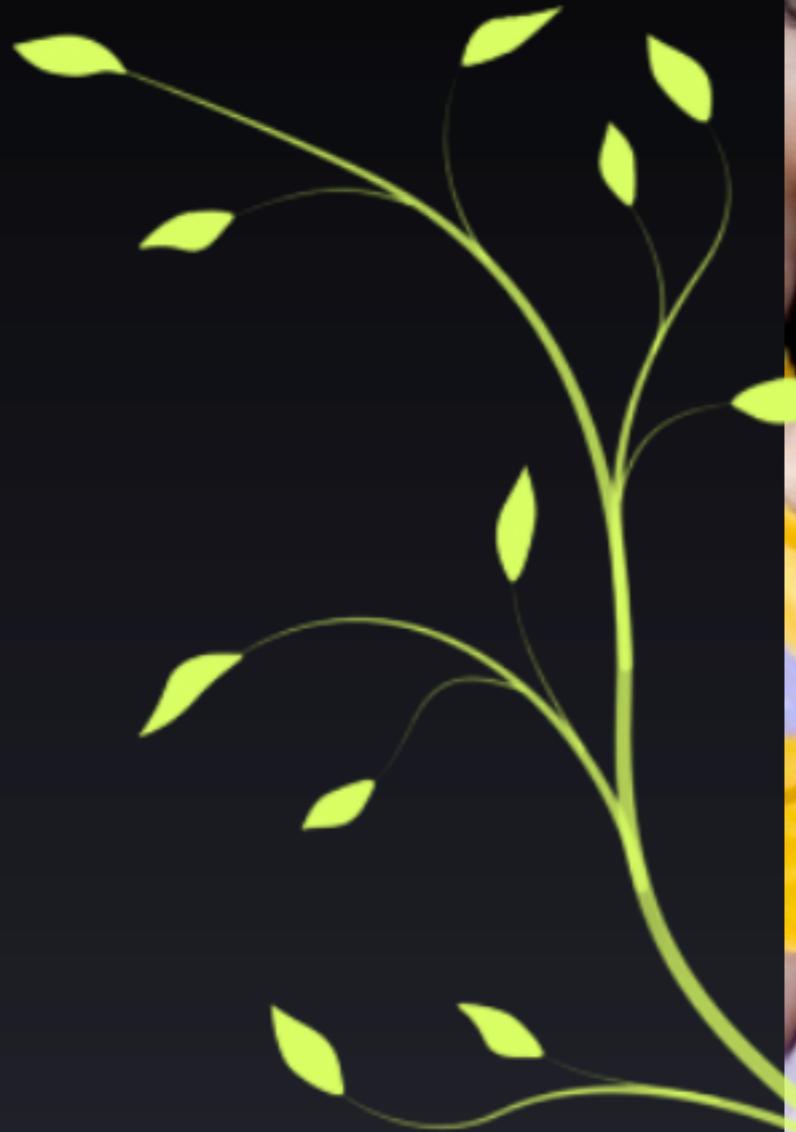
You need to:

- Optimize.
- Put into practice.
-

You need to:

- Optimize.
- Put into practice.
- Engage everyone.

3. Alive!



3. Alive!

5 w's

WHAT

WHEN

WHERE

WHO

WHY

3. Alive!



how!



everyone's a Nick

3. Alive!



arrive



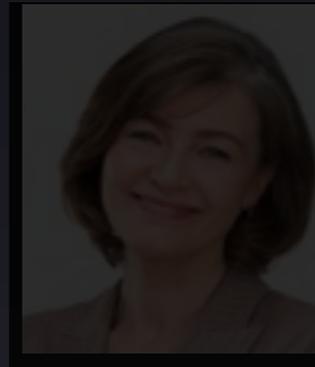
how!



3. Alive!

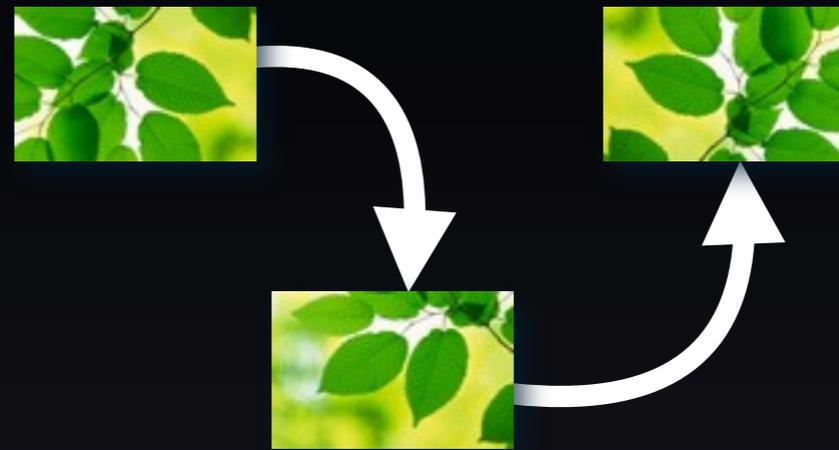


how!



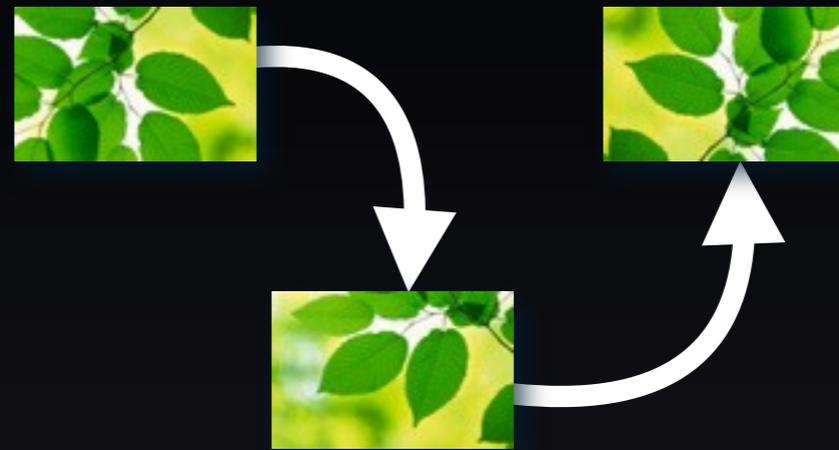
leave

3. Alive!



process

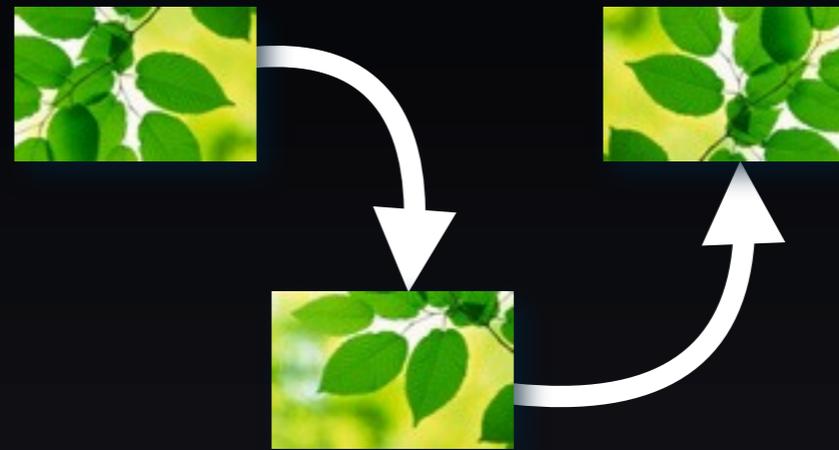
3. Alive!



process
best practices



3. Alive!



process
best practices
collaboration



3. Alive!

Everyone is a Nick -
Sharing and innovating.

Real-time learning
organization.

Efficiencies and effectiveness
with sustainability.

Stay Alive?

Stay Alive?

Improve.
Innovate.

THRIVE

Main Point:

Best practices must
be alive and organic
to achieve true
effectiveness.

3 Alive!



executive
survey

2 Order



1 Chaos



3 Alive!



executive
survey

2 Order

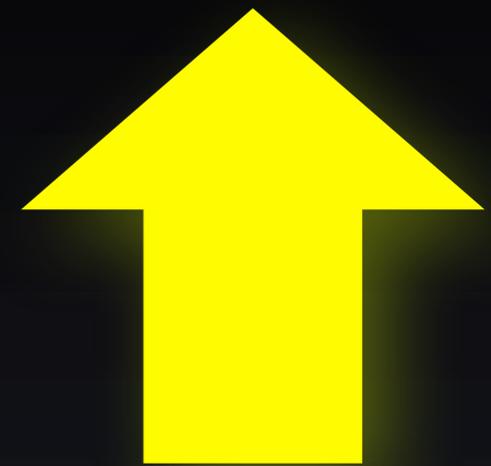


1 Chaos



3 Alive!

2 Order



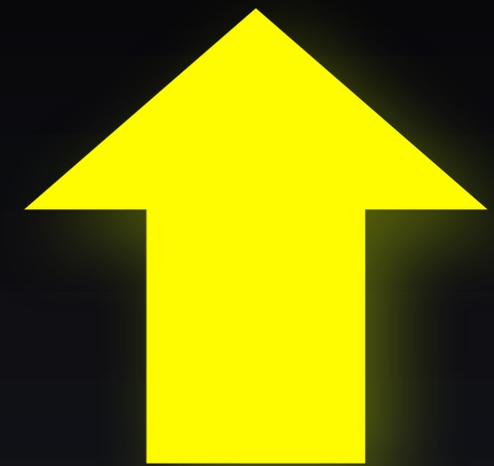
stay or move?

1 Chaos

3 Alive!

2 Order

1 Chaos



important?

Part 3 of 3

how to move



move with process

the exit strategy

Chaos

Ad hoc. Heroics.
Fire.

Order

Standardized.
(Not in practice).

Chaos

Ad hoc. Heroics.
Fire.

Alive!

In daily practice.
All sharing.

Order

Standardized.
(Not in practice).

Chaos

Ad hoc. Heroics.
Fire.

Alive!

In daily practice.
All sharing.

Order

Standardized.
(Not in practice).

Chaos

Exit

Capture in writing.

Ad hoc. Heroics.
Fire.



Alive!

In daily practice.
All sharing.

Exit

Optimize for best.
Engage everyone.

Order

Standardized.
(Not in practice).

Exit

Capture in writing.

Chaos

Ad hoc. Heroics.
Fire.



Alive!

Order

Chaos



Thrive

Improve continuously.
Innovate.

In daily practice.
All sharing.

Exit

Optimize for best.
Engage everyone.

Standardized.
(Not in practice).

Exit

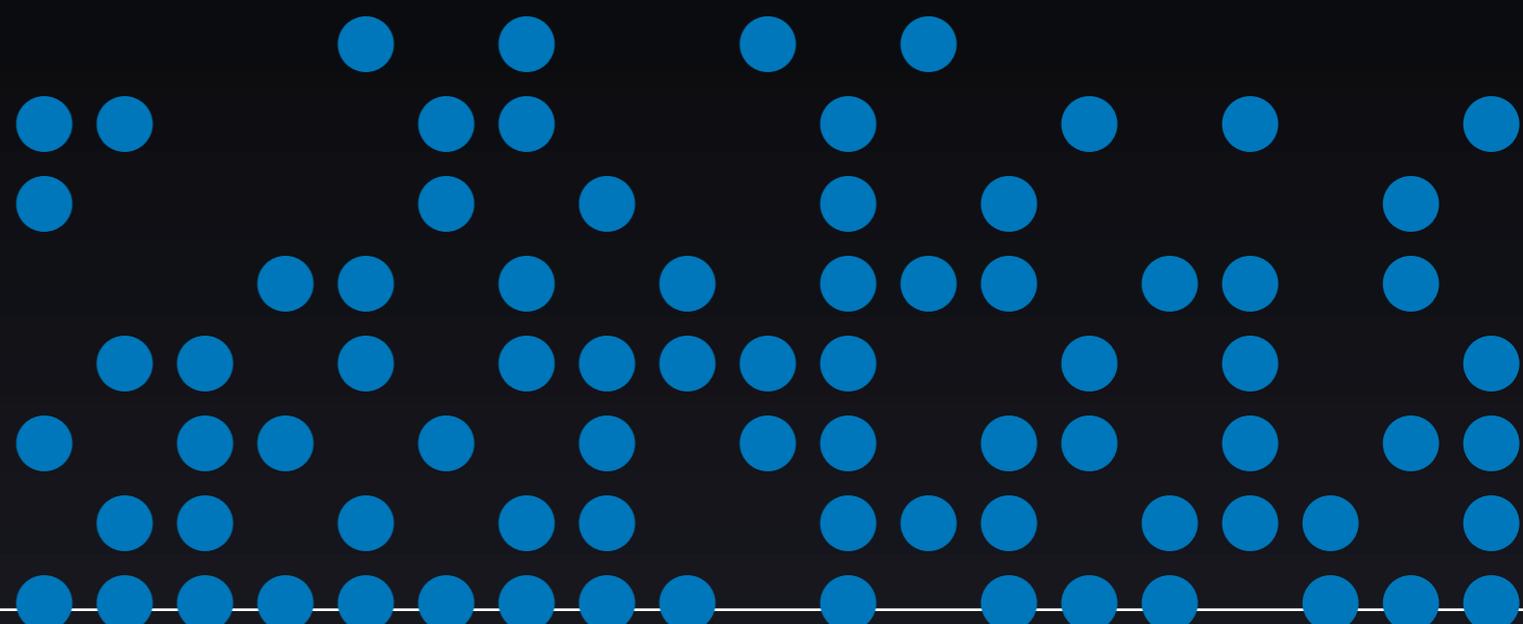
Capture in writing.

Ad hoc. Heroics.
Fire.

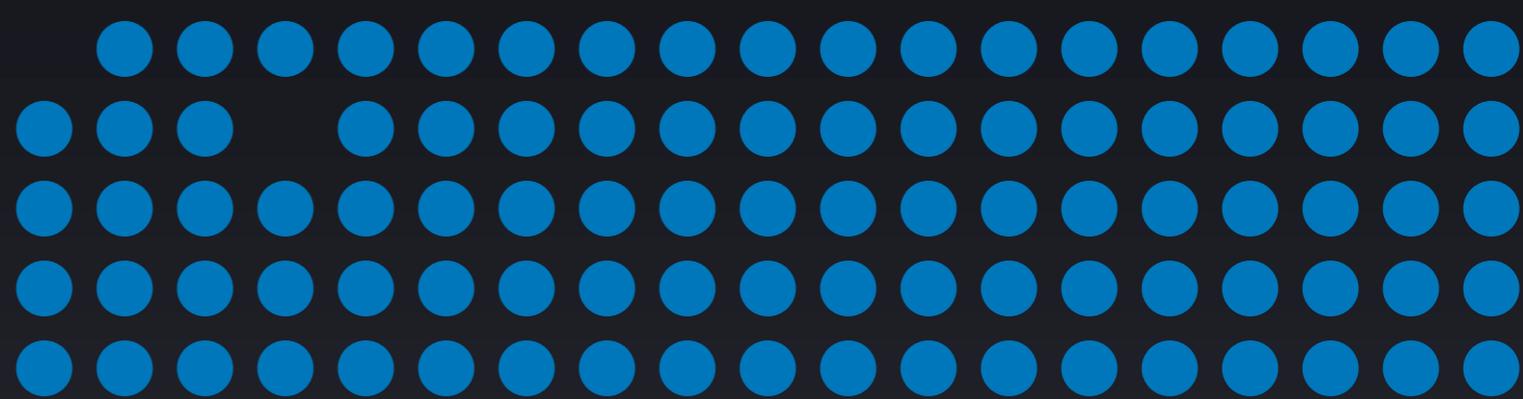
Alive!



Order



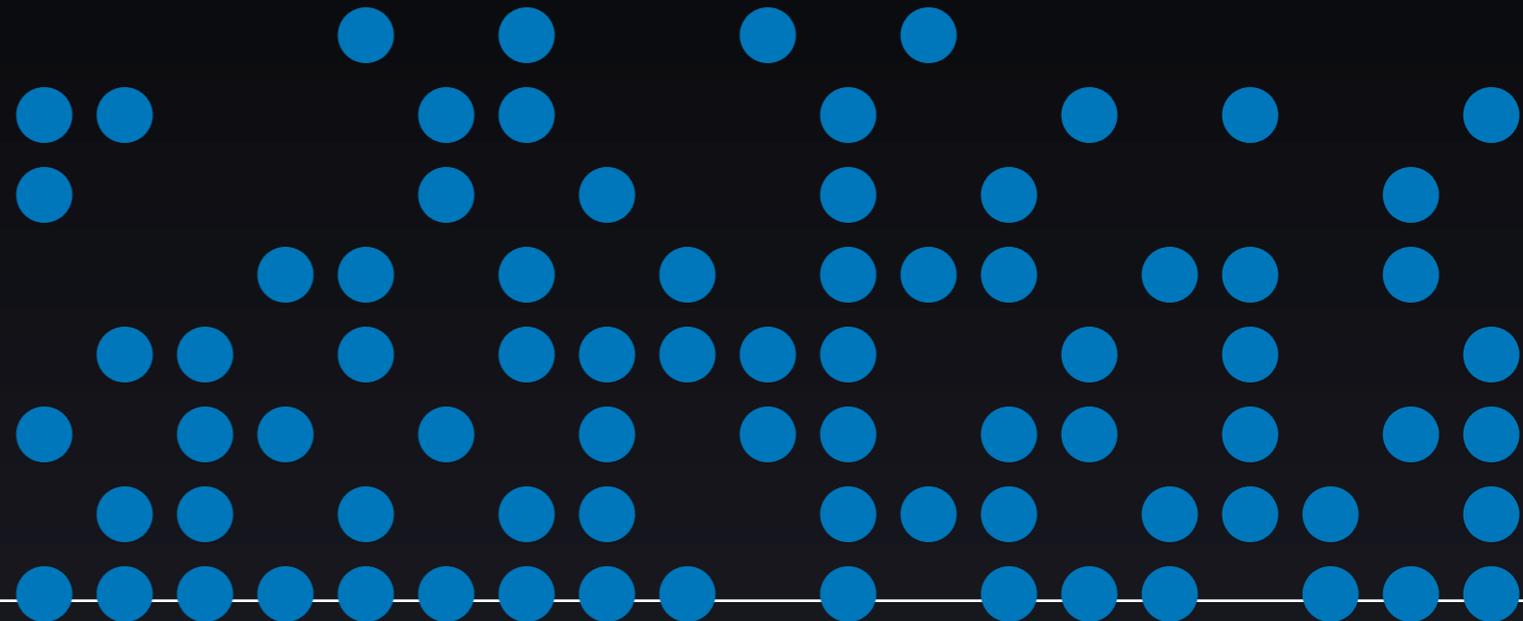
Chaos



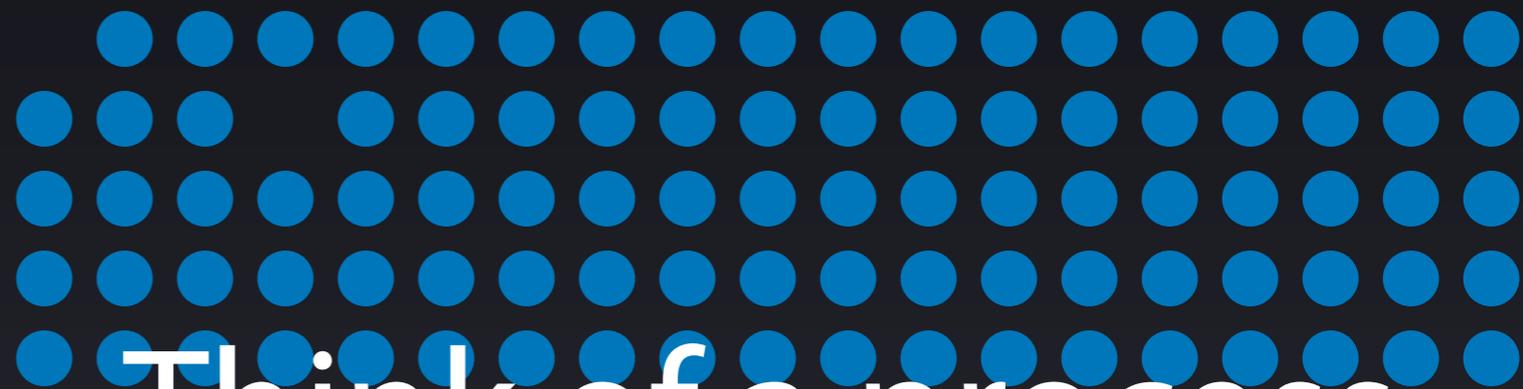
Alive!



Order



Chaos

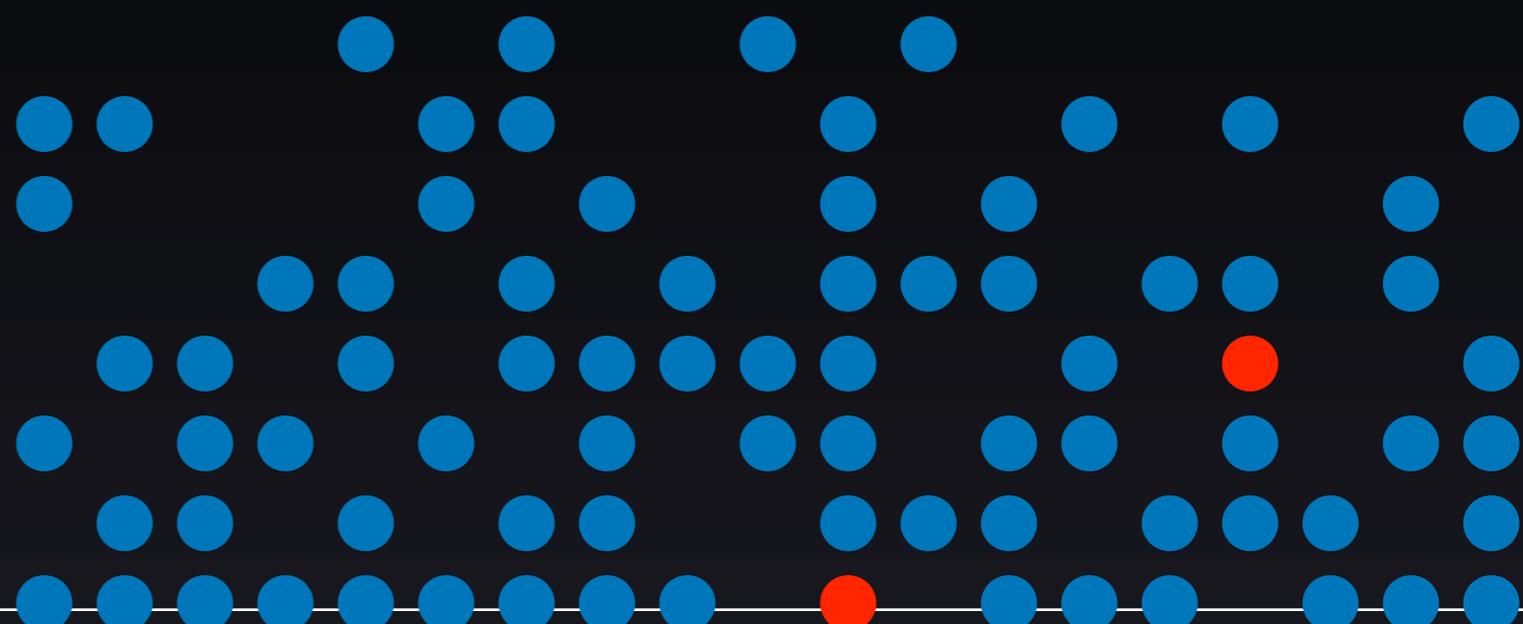


Think of a process

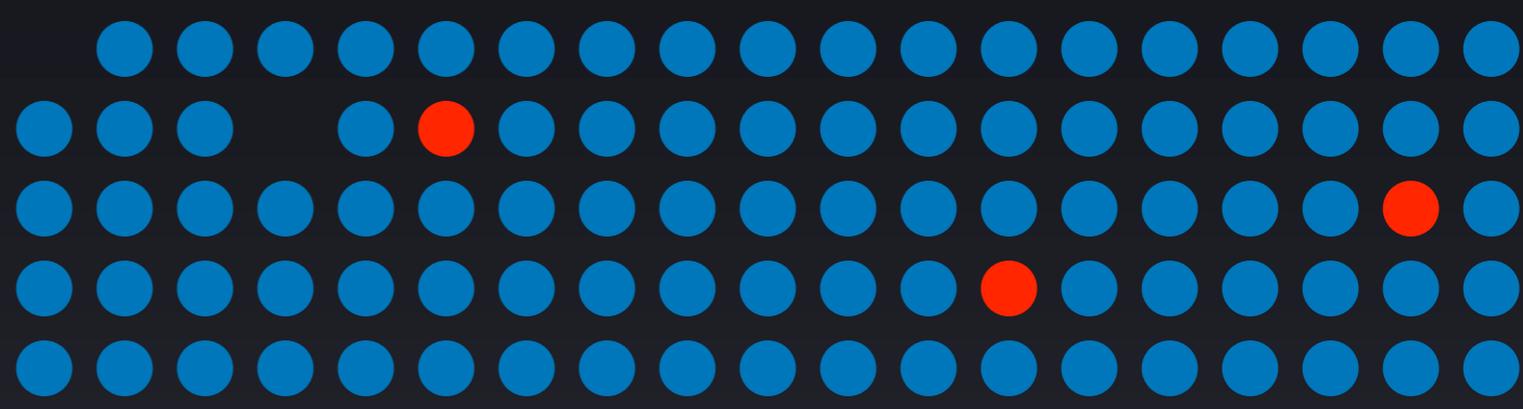
Alive!



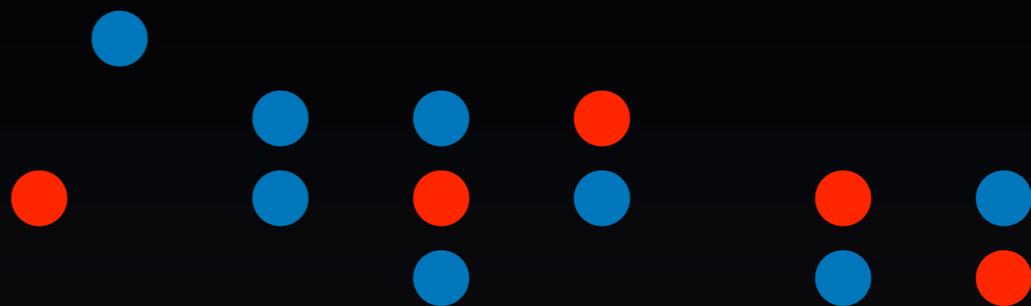
Order



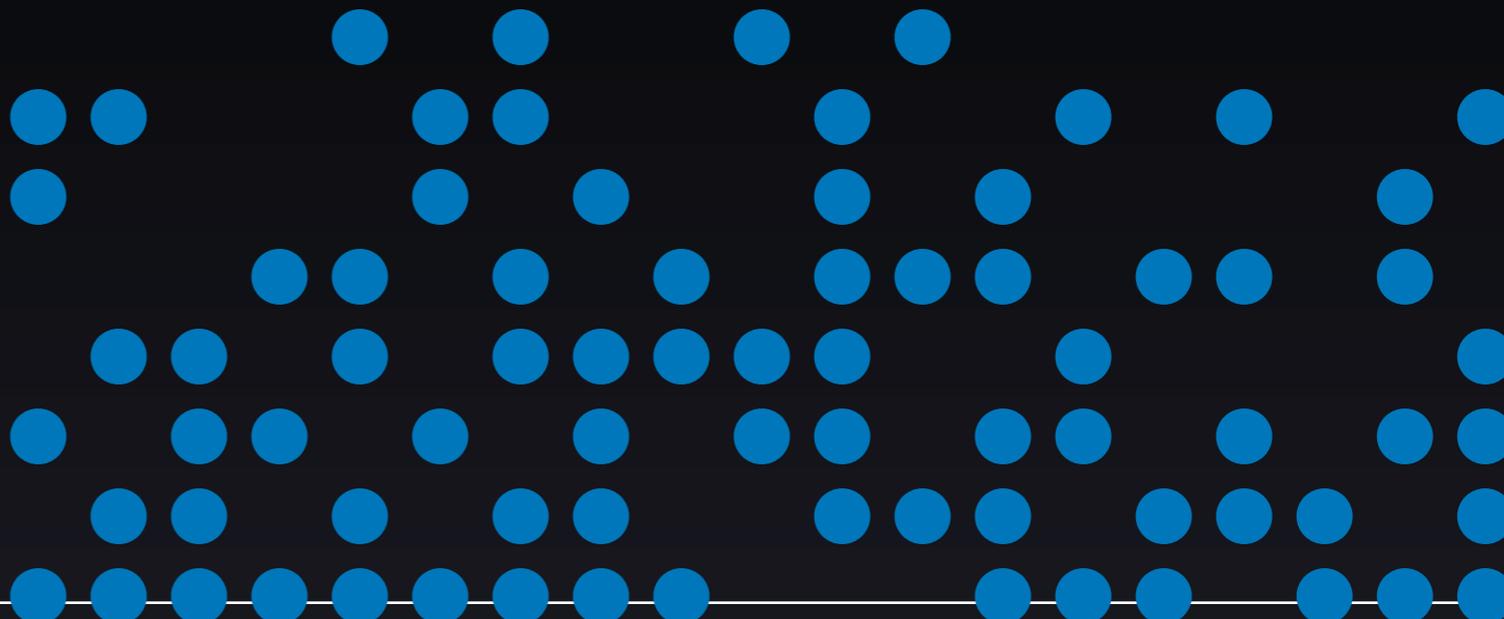
Chaos



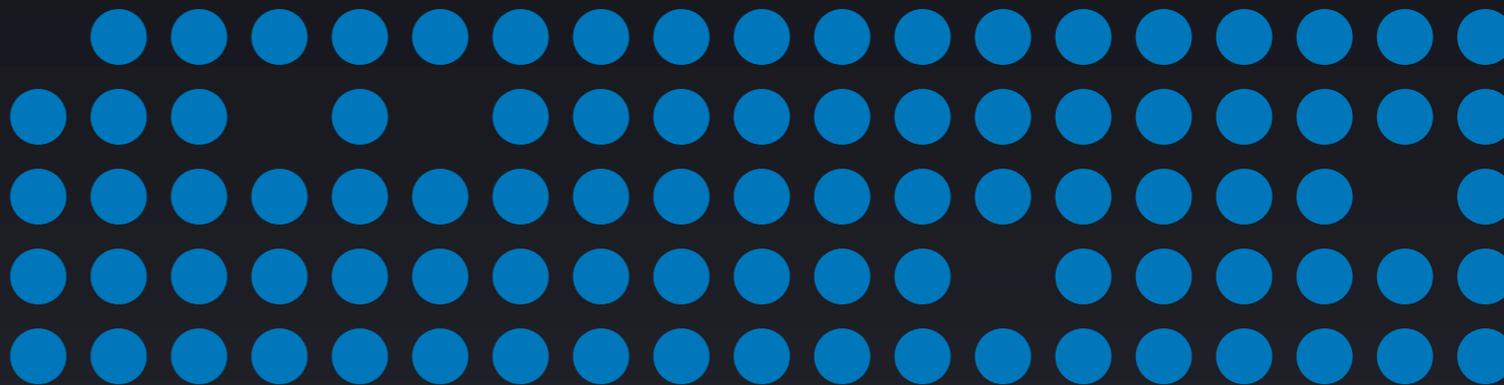
Alive!



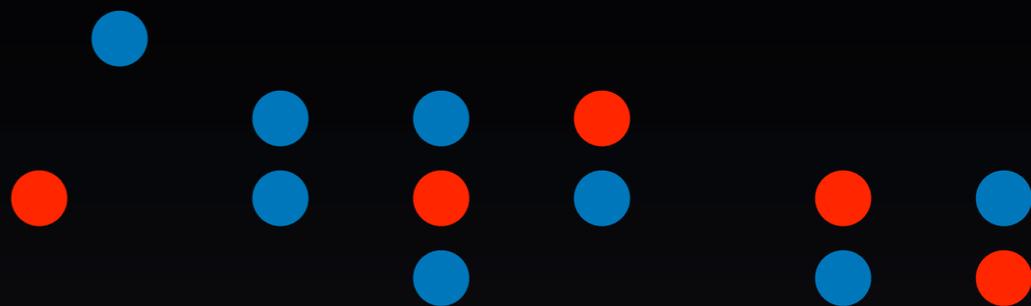
Order



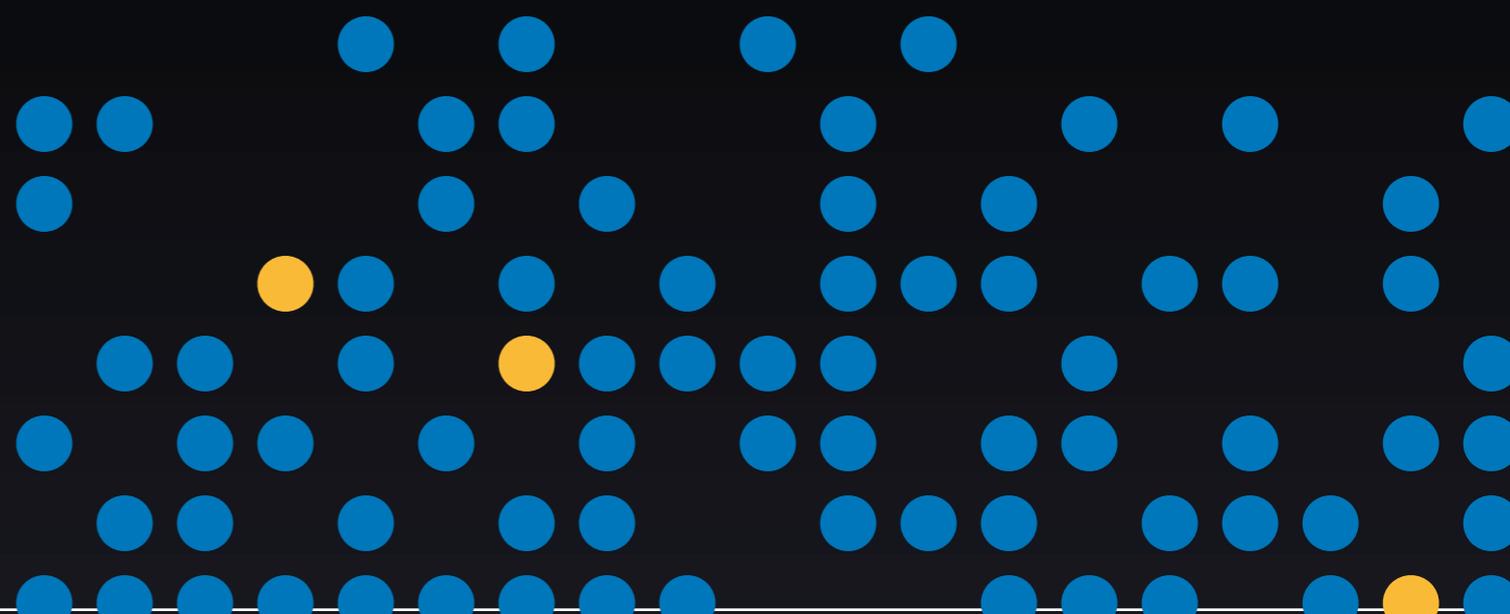
Chaos



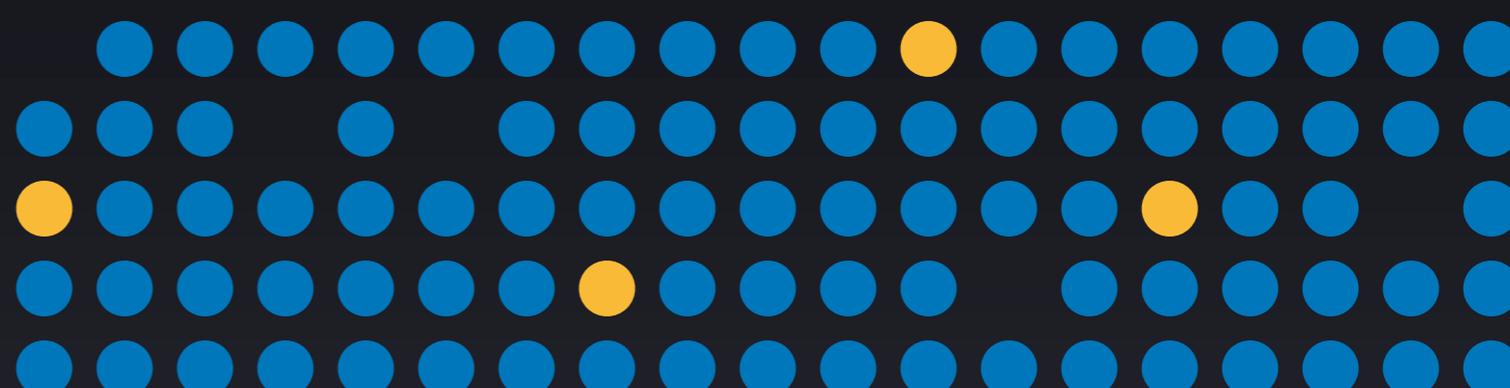
Alive!



Order



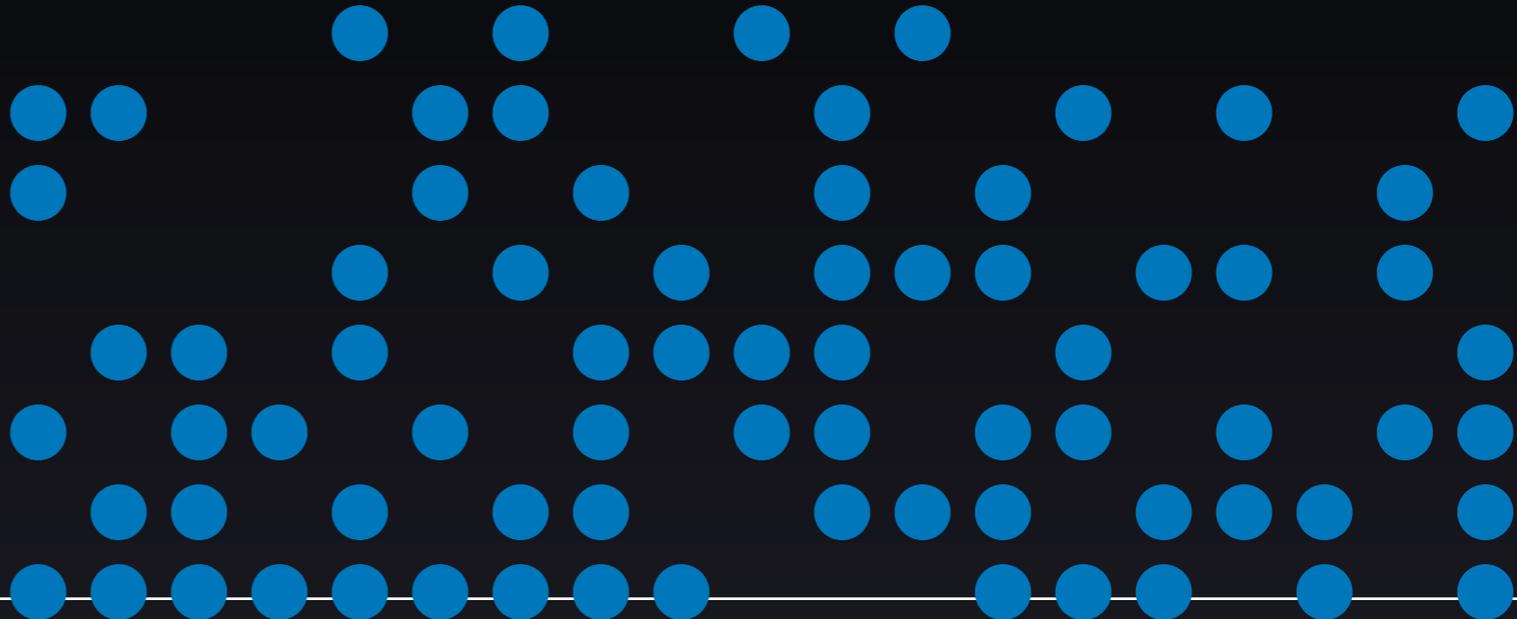
Chaos



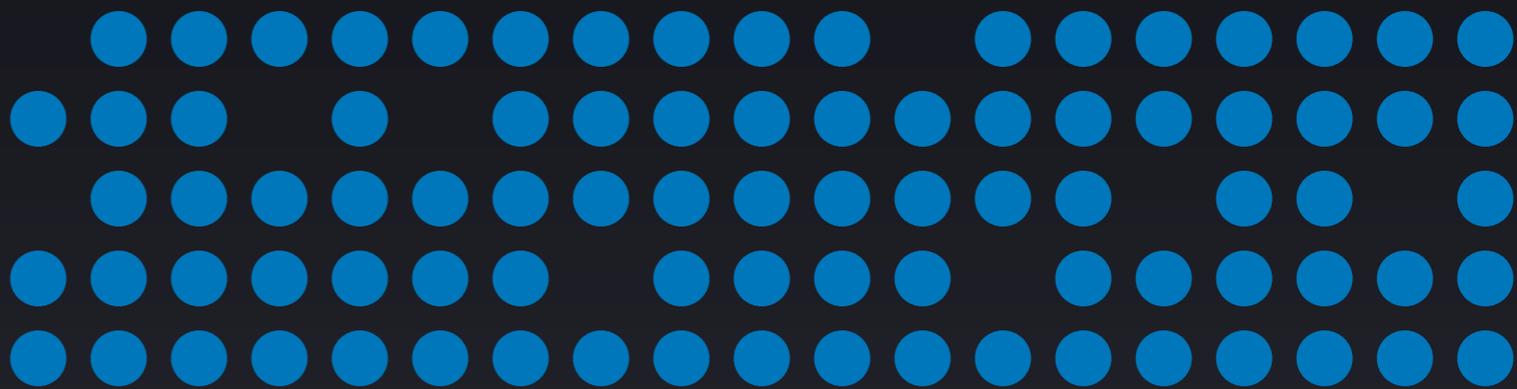
Alive!



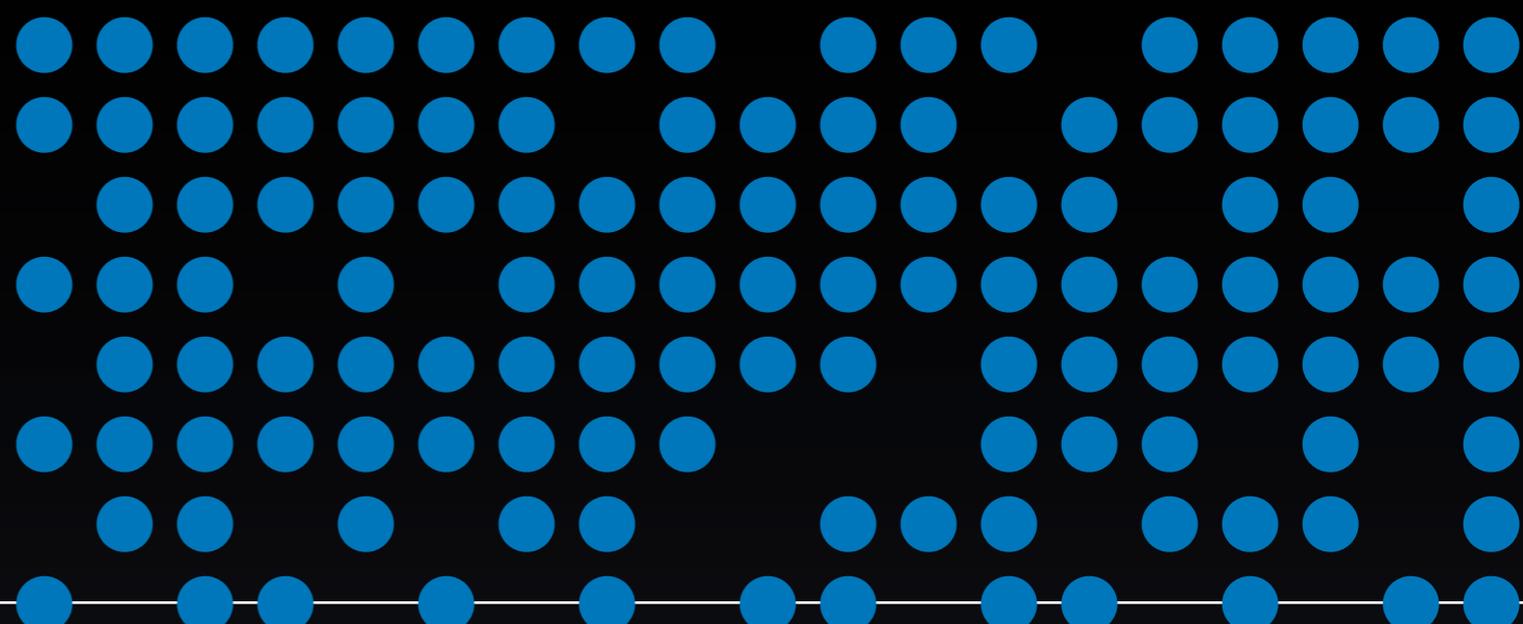
Order



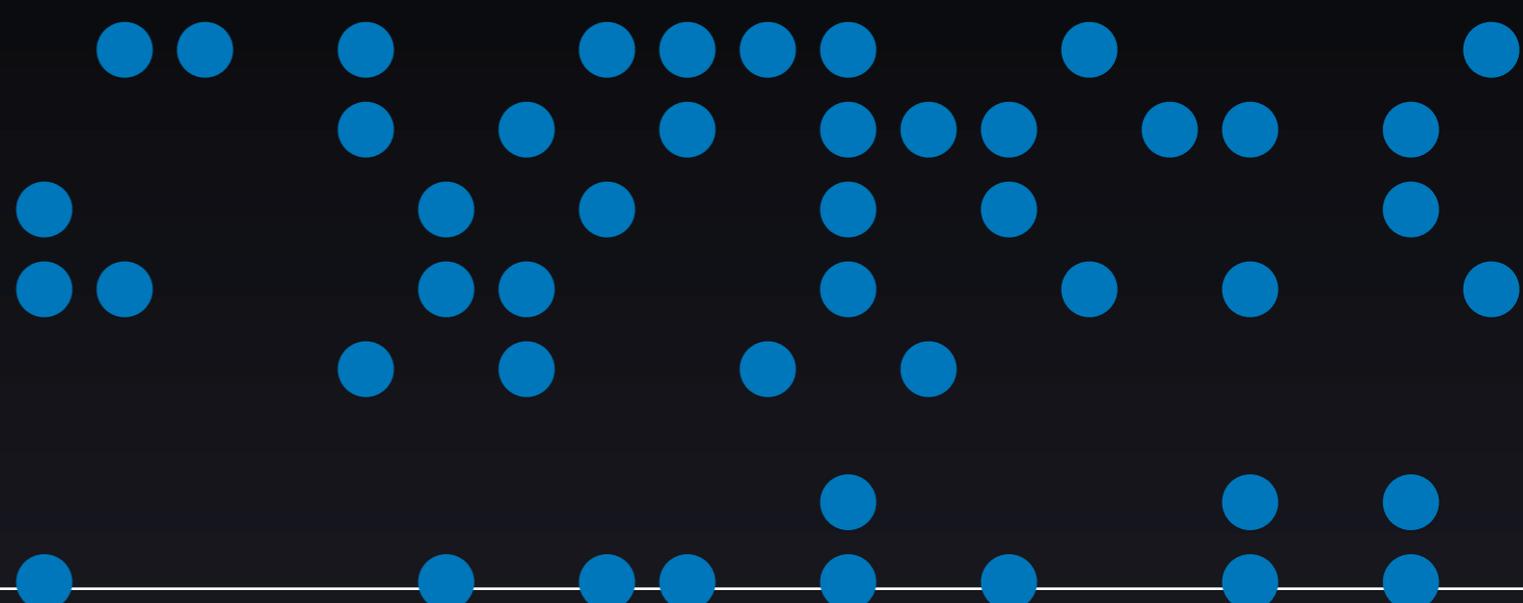
Chaos



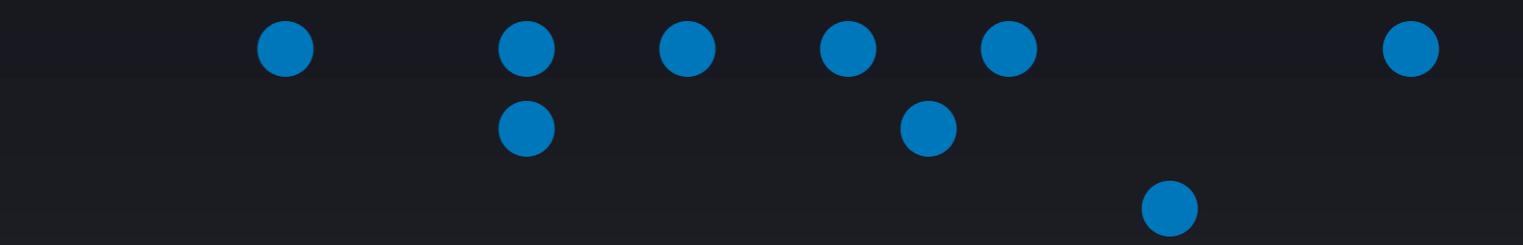
Alive!



Order



Chaos



Alive!

Order

Chaos



Alive!

Order

Chaos

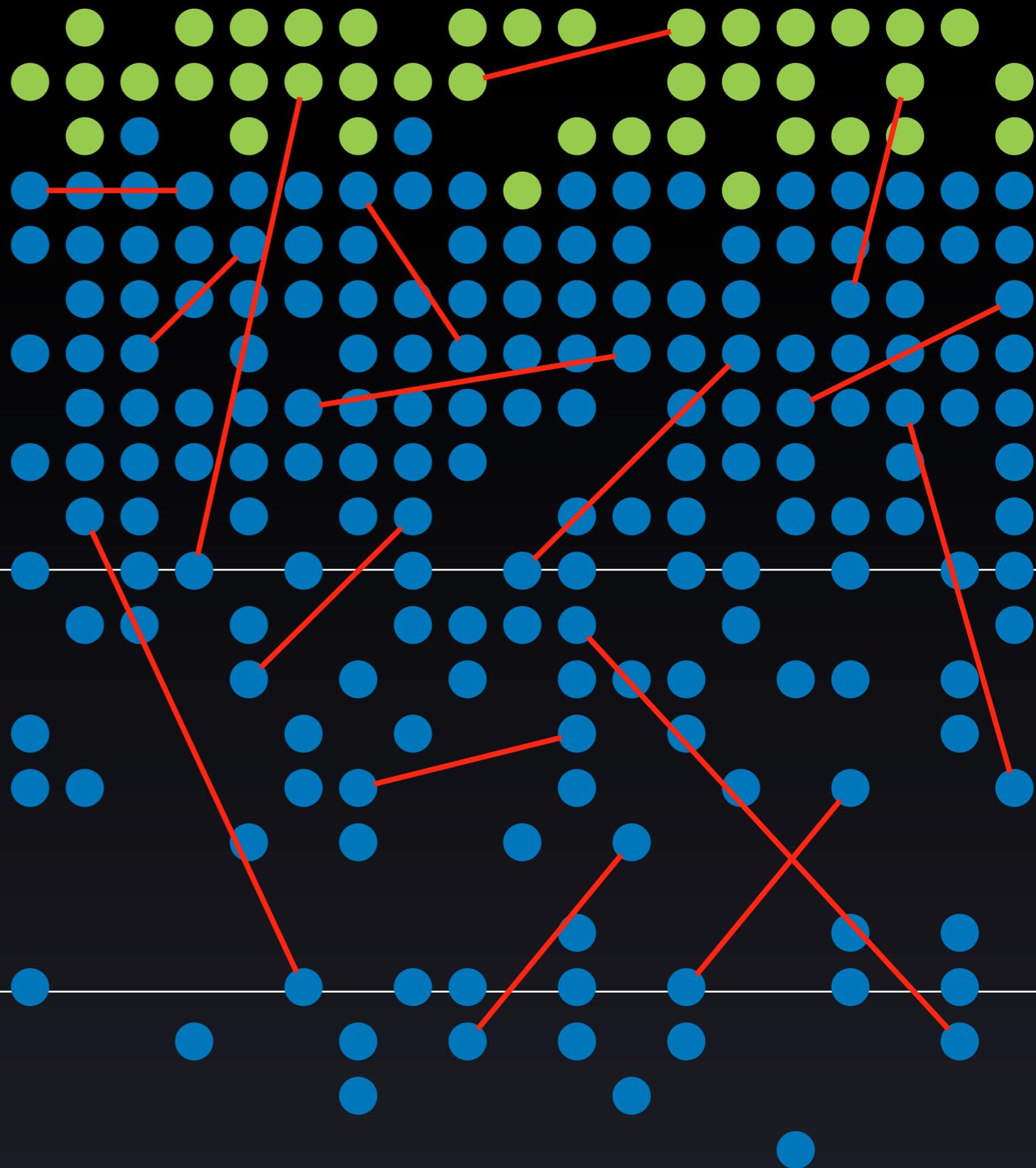
**micro
innovation**



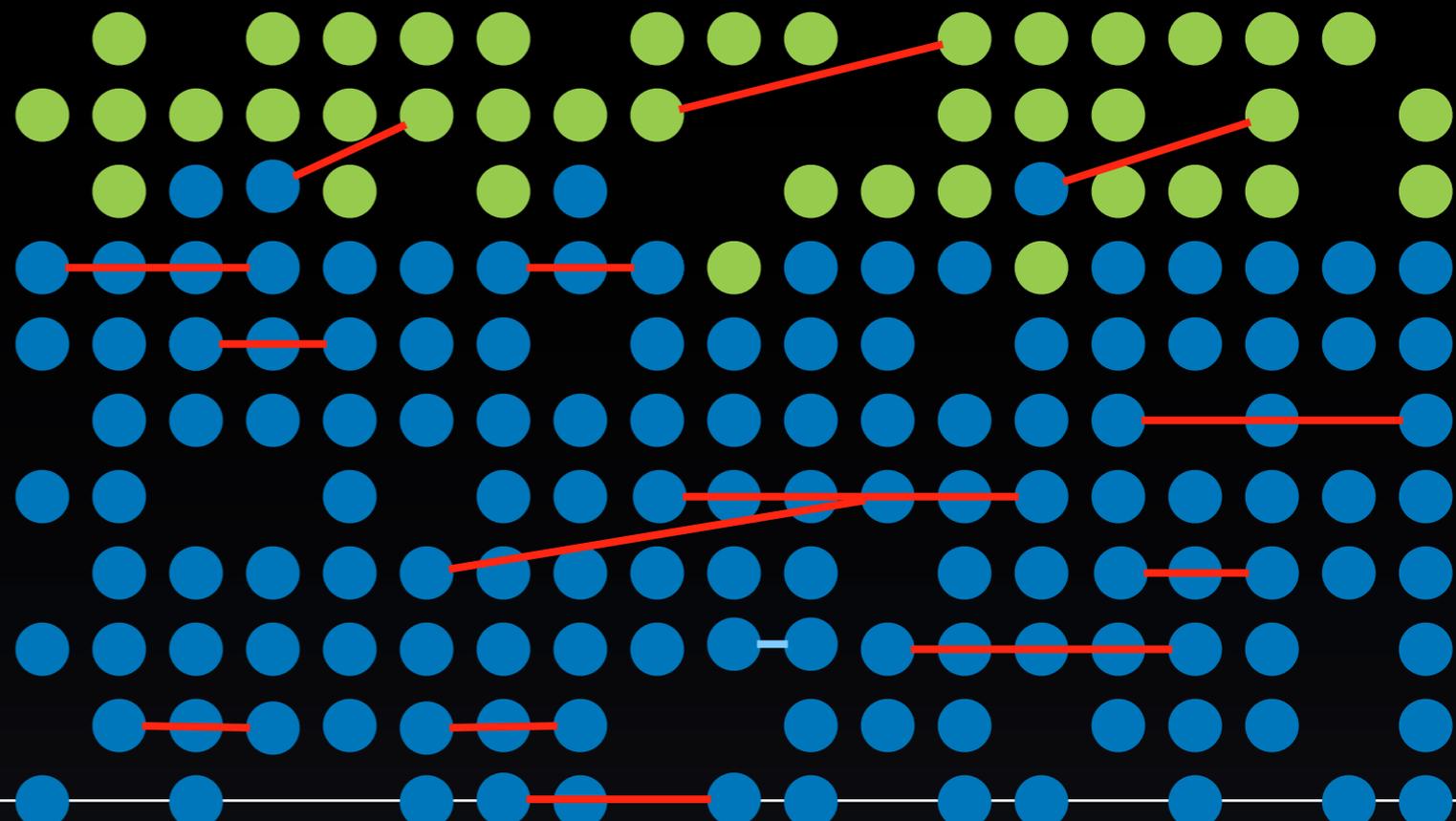
Alive!

Order

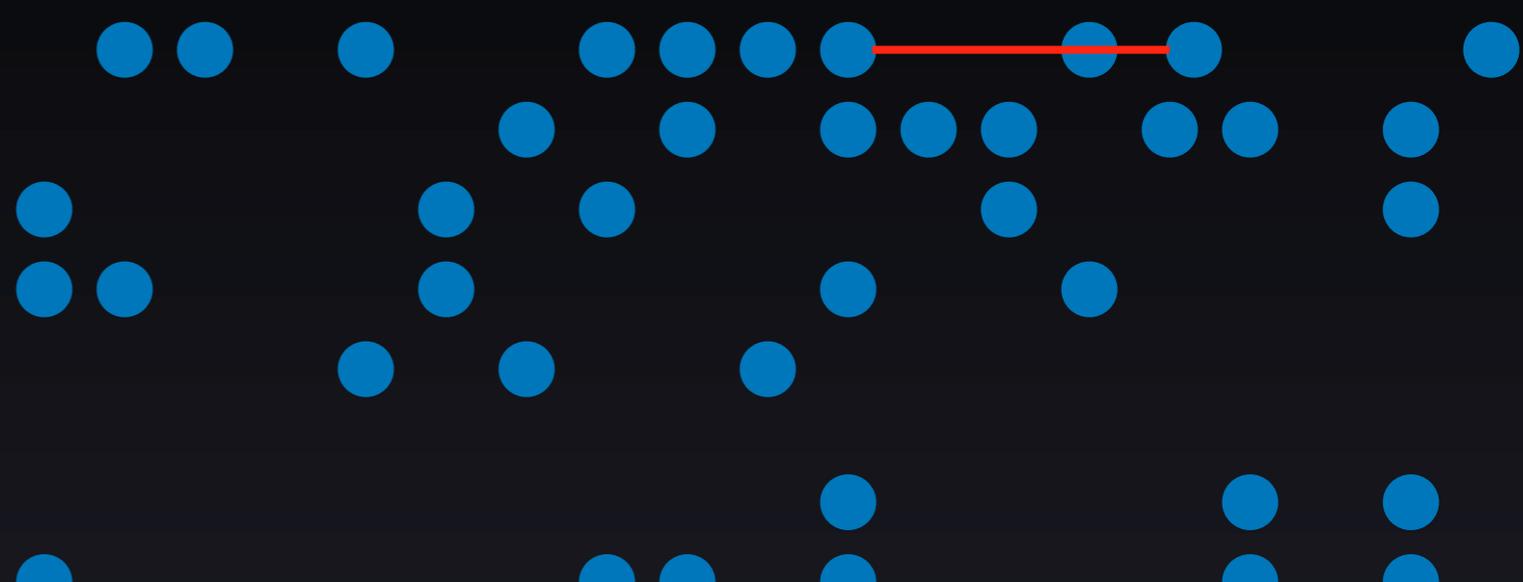
Chaos



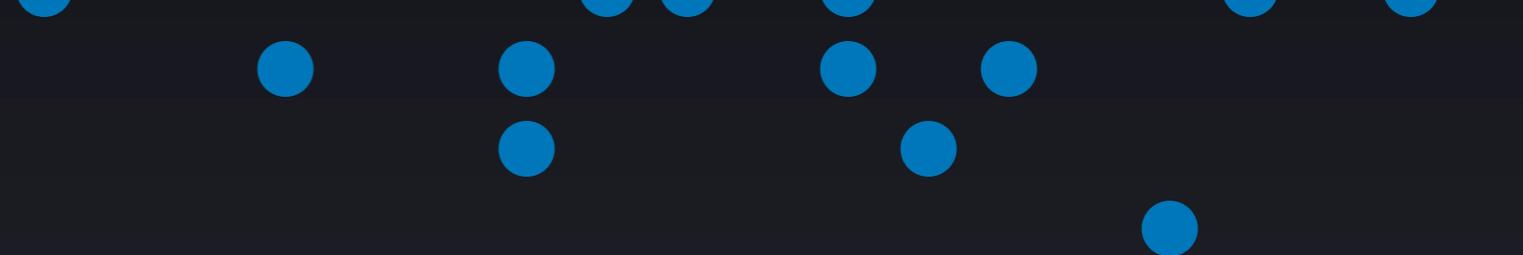
Alive!



Order



Chaos



combining technology with

best practices

Three ways to do business

Strategy Innovation BAU

Strategy

Innovation

BAU

Results



Strategy

Innovation

BAU

Results



Strategy

Innovation

BAU



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Support



Results

Strategy

Innovation

BAU



Is it done yet?

**What to do?
How to do it right?**



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

Can I help, or get help?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

Can I help, or get help?

Problems?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

Can I help, or get help?

Problems?

What's going on? Decision?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

Can I help, or get help?

Problems?

What's going on? Decision?

Can the data connect?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

Can I help, or get help?

Problems?

What's going on? Decision?

Can the data connect?

Can I see it on devices?



Results

Strategy

Innovation

BAU

**What to do?
How to do it right?**

Is it done yet?

When? On time?

Who's doing it?

Who's turn is it?

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Results

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**Let's look at
technology**

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BAU

**framework,
action steps,
how-to,
files**

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Can the data connect?

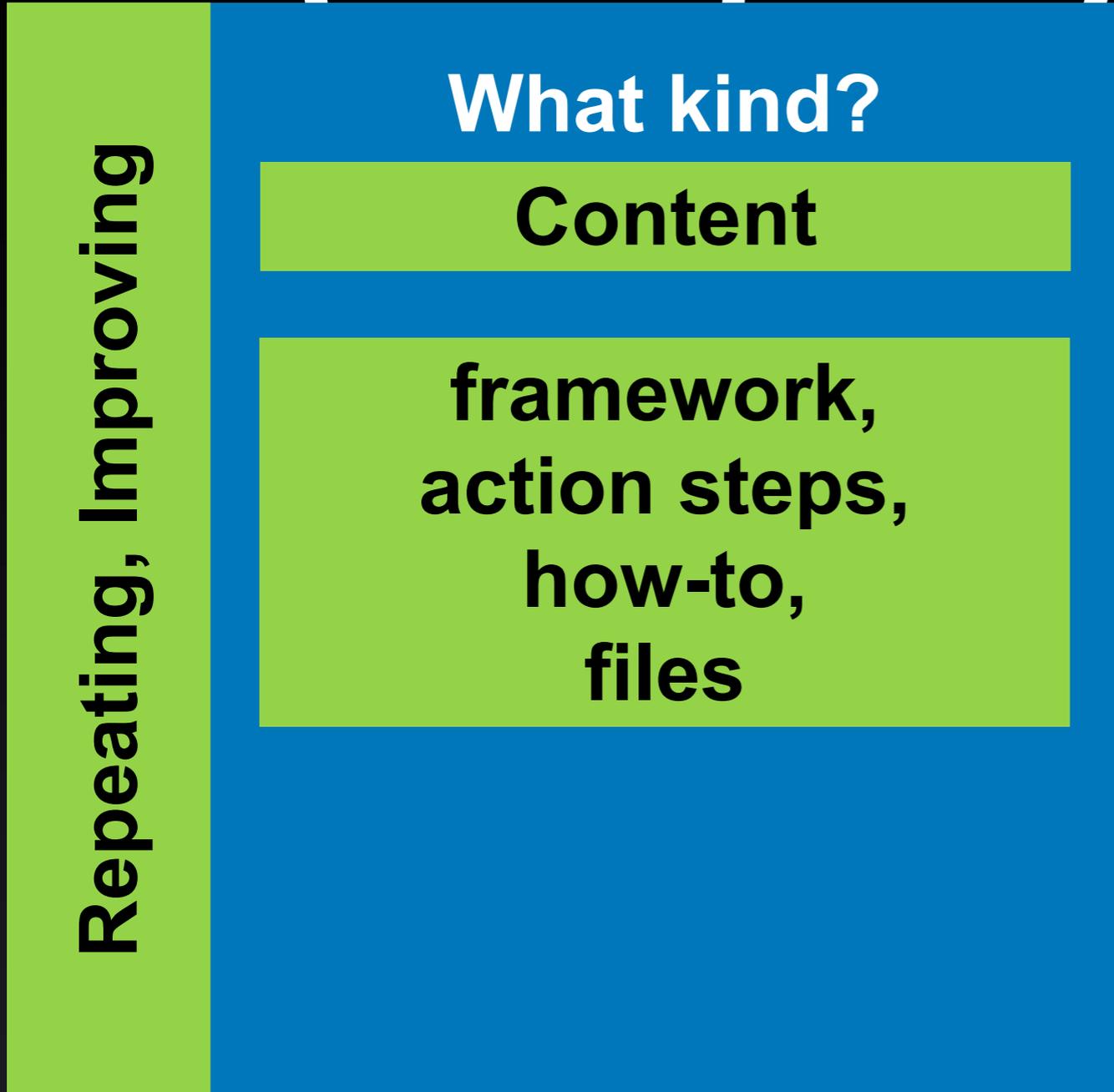
Can I see it on devices?

Results

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BAU



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Strategy

Innovation

BAU

Repeating, Improving

**Damn Good
Content**

**framework,
action steps,
how-to,
files**

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Results

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BAU

tools



Repeating, Improving

**Damn Good
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**framework,
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Repeating, Improving

**Damn Good
Content**

**framework,
action steps,
how-to,
files**

Step status

Scheduling, dates

Roles, people, availability

Workflow & dependencies

Collaboration, messaging

Issues & risks

Dashboard, reports

Integration

Desktop, mobile

Results

Strategy

Innovation

BAU

Repeating, Improving

Damn Good Content

framework,
action steps,
how-to,
files

What about adoption?

Step status

Scheduling, dates

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Repeating, Improving

Damn Good Content

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Easy

Results

Strategy

Innovation

BAU

Repeating, Improving

Damn Good Content

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action steps,
how-to,
files**

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Roles, people, availability

Workflow dependencies

Collaboration, messaging

Issues & risks

Dashboard, reports

Integration

Desktop, mobile

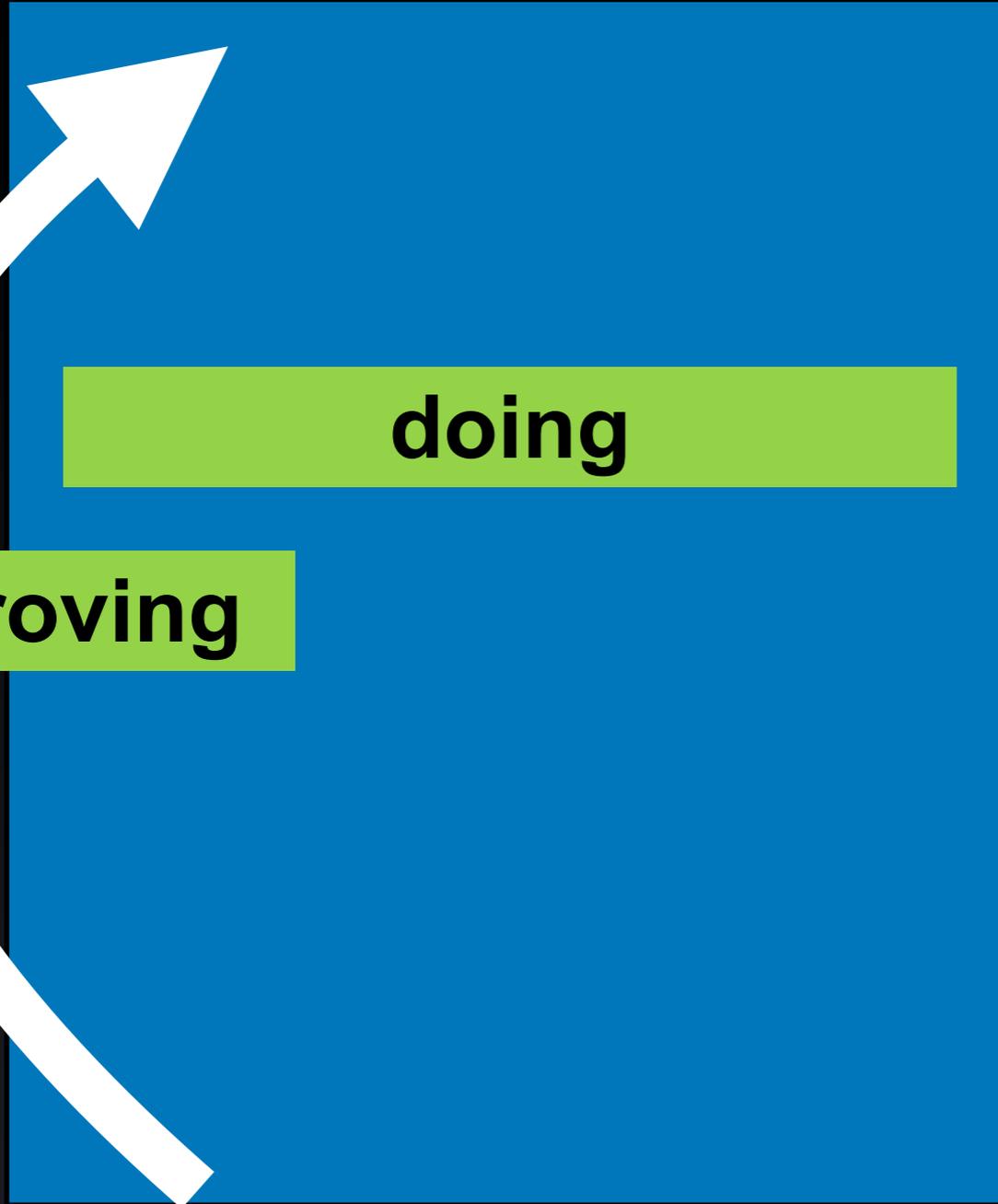
Easy

Awesome Results!

Strategy

Innovation

BAU



doing

supporting

improving

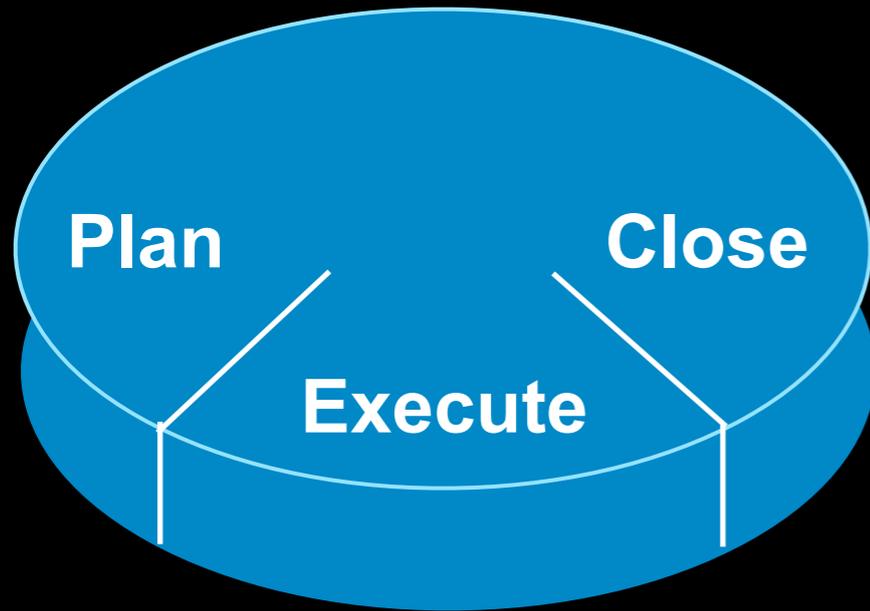


Cool Stuff

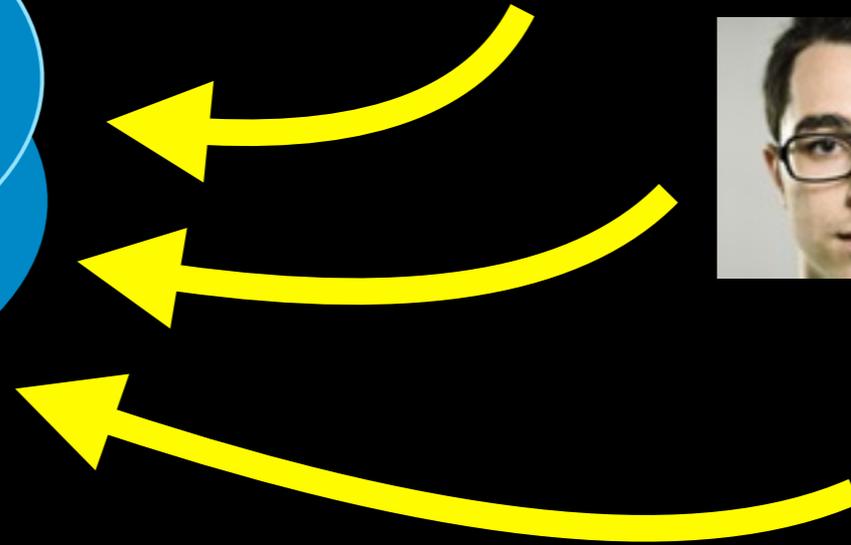
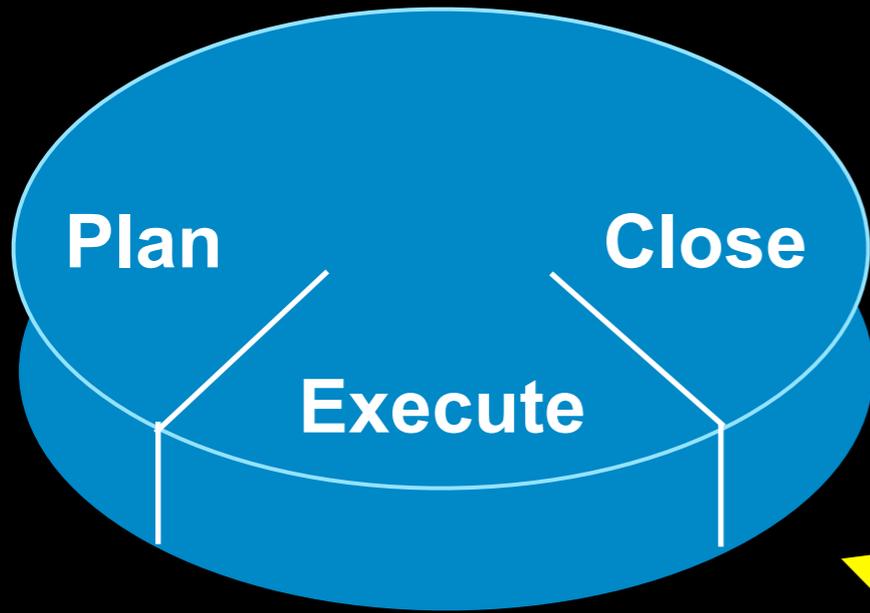
example model

what to look for in a tool

Best Practice

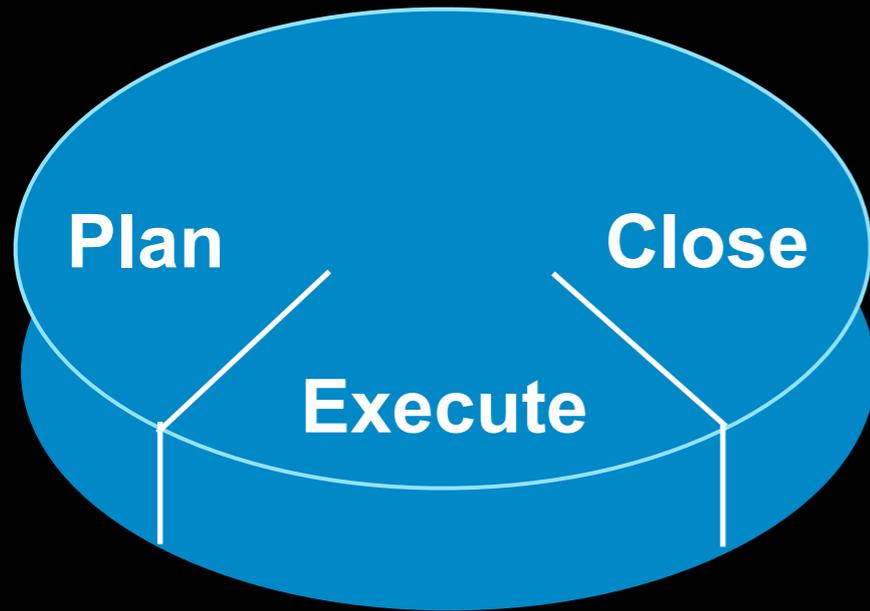


Best Practice

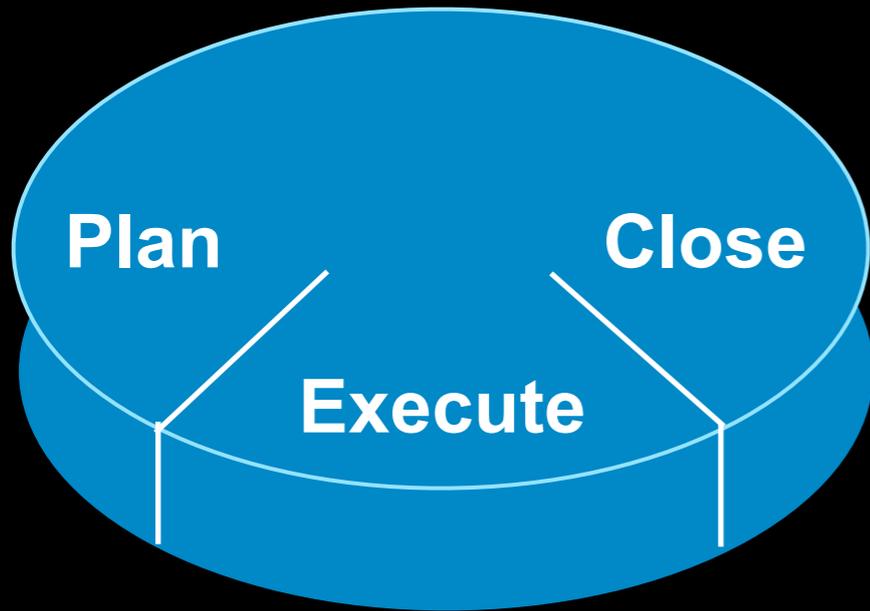


build the content
(the how)

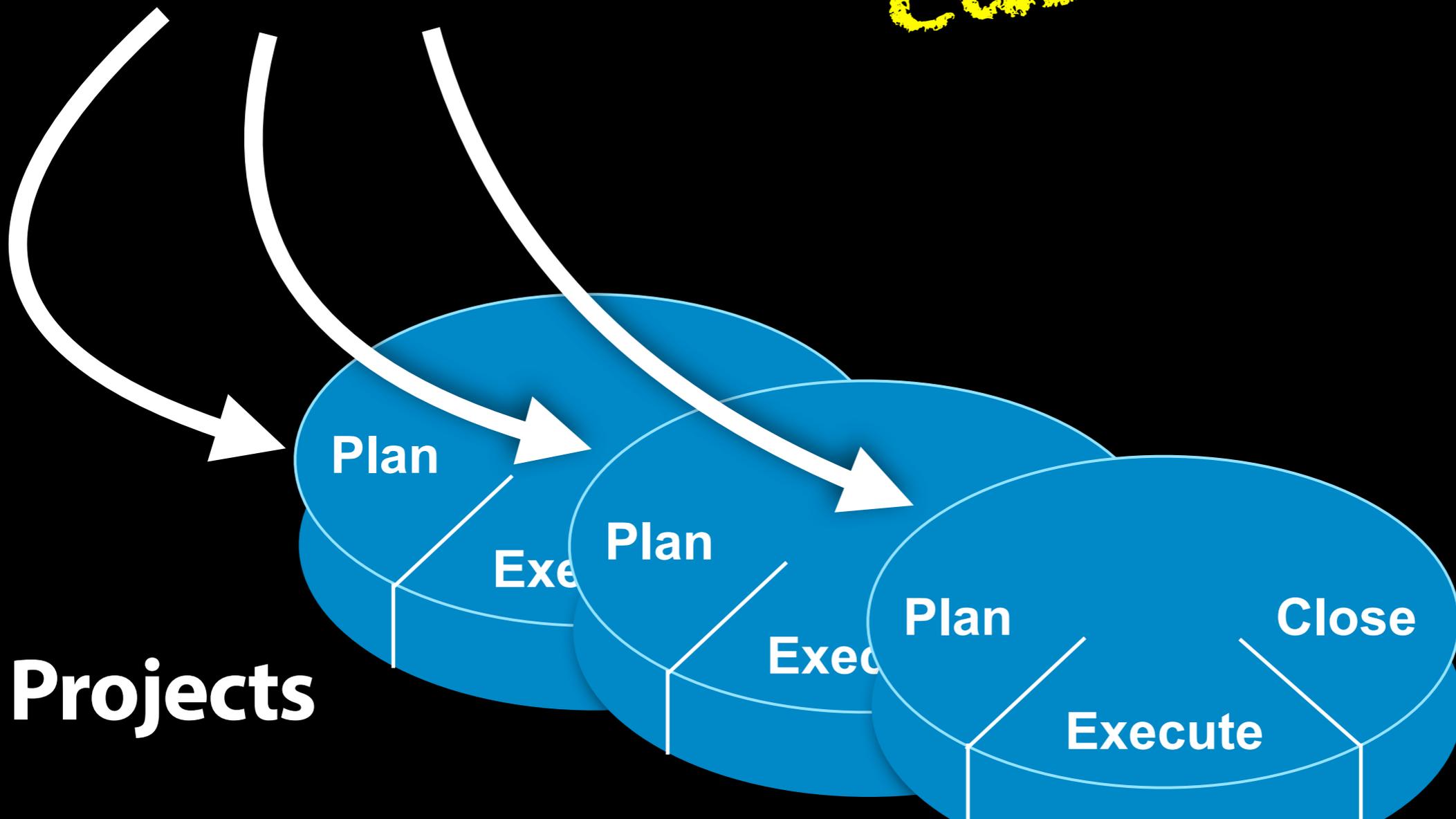
Best Practice



Best Practice

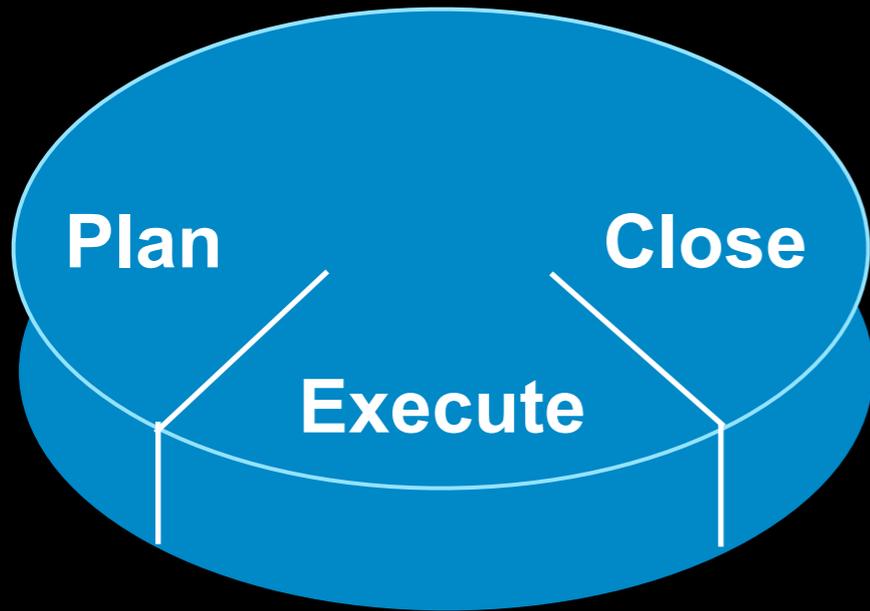


*replicate &
customize*

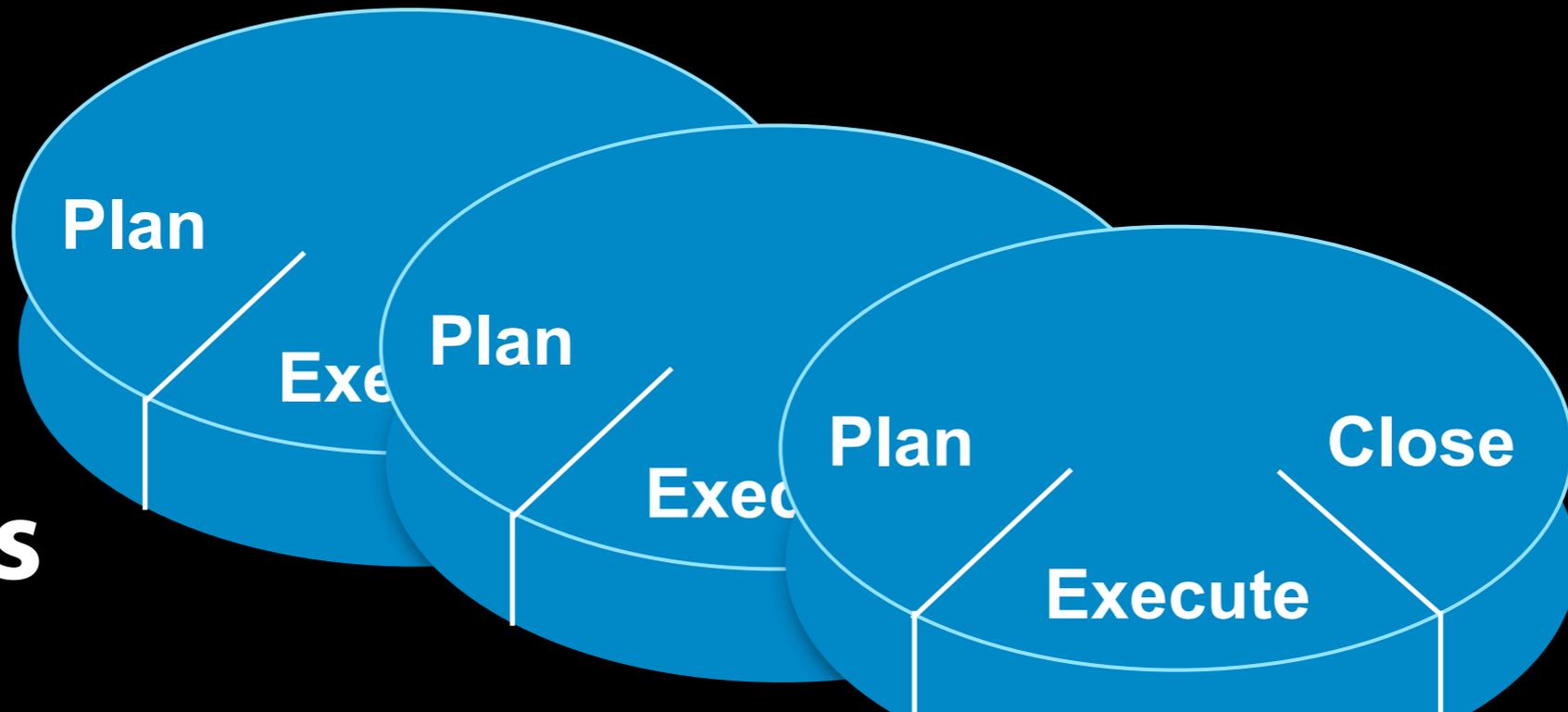


Projects

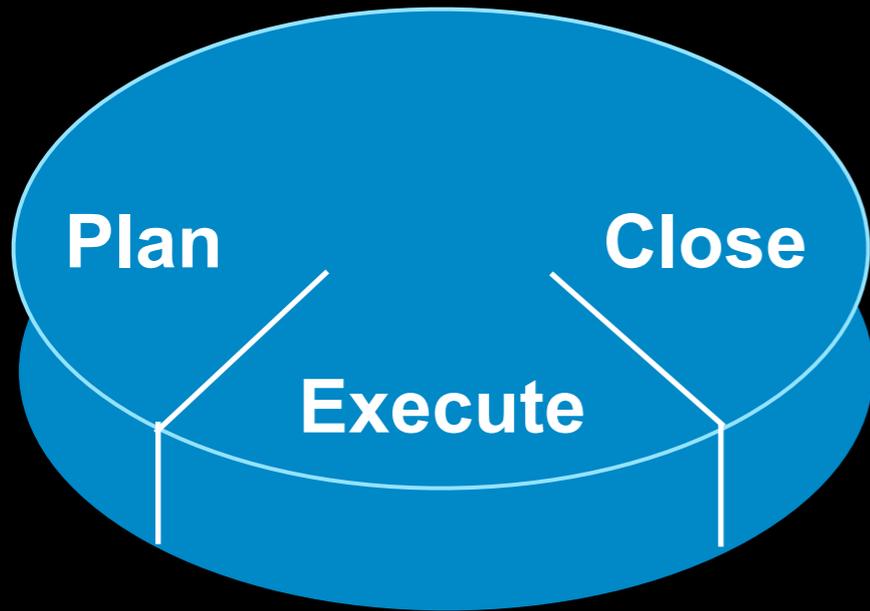
Best Practice



Projects



Best Practice

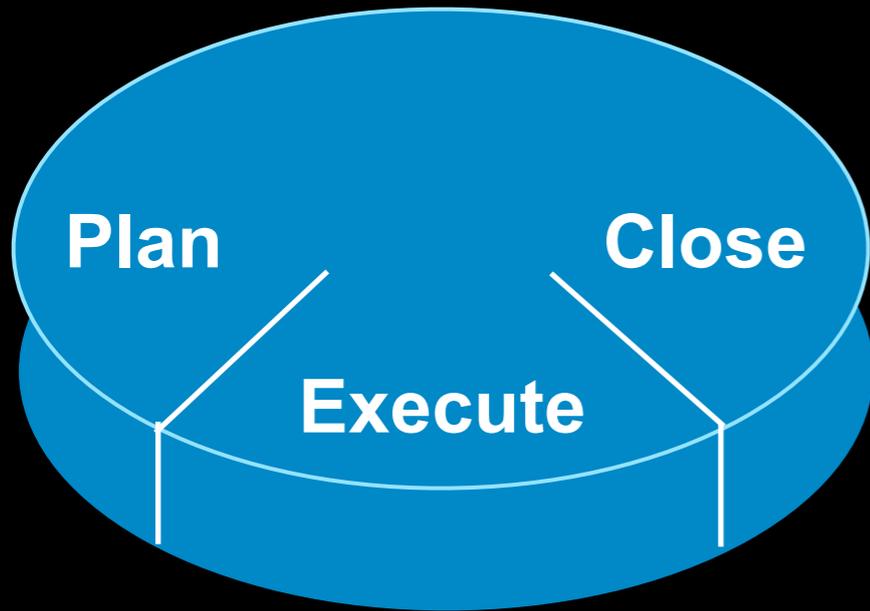


collaborate &
execute



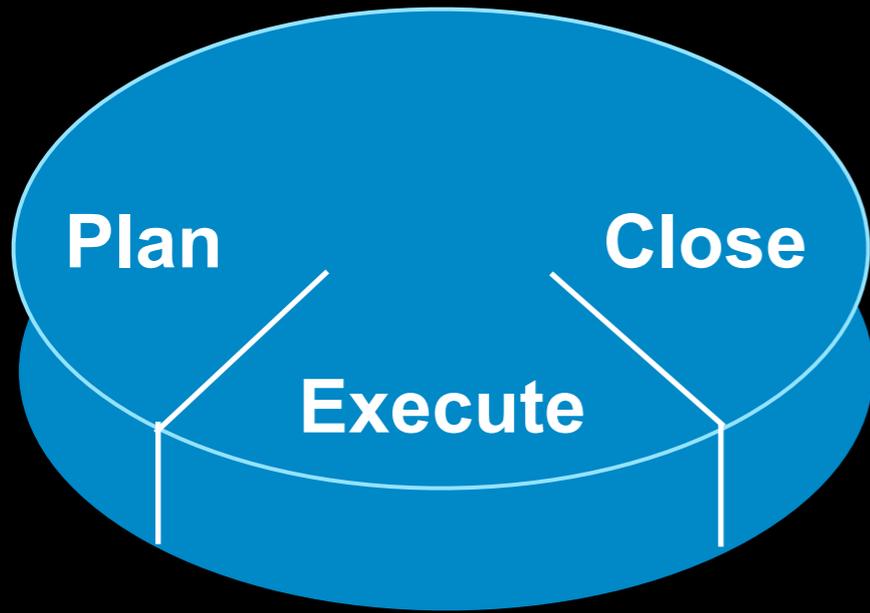
Projects

Best Practice



Projects

Best Practice

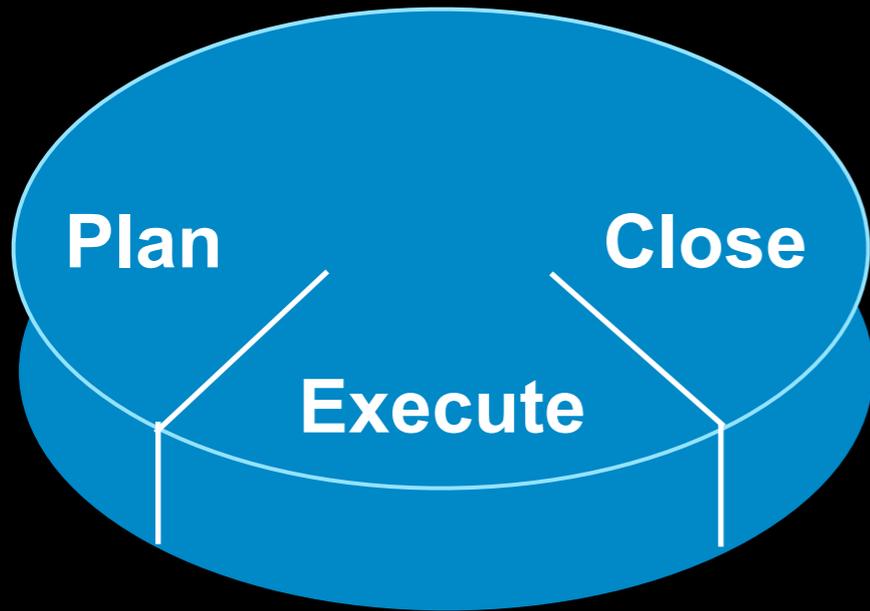


real-time governance



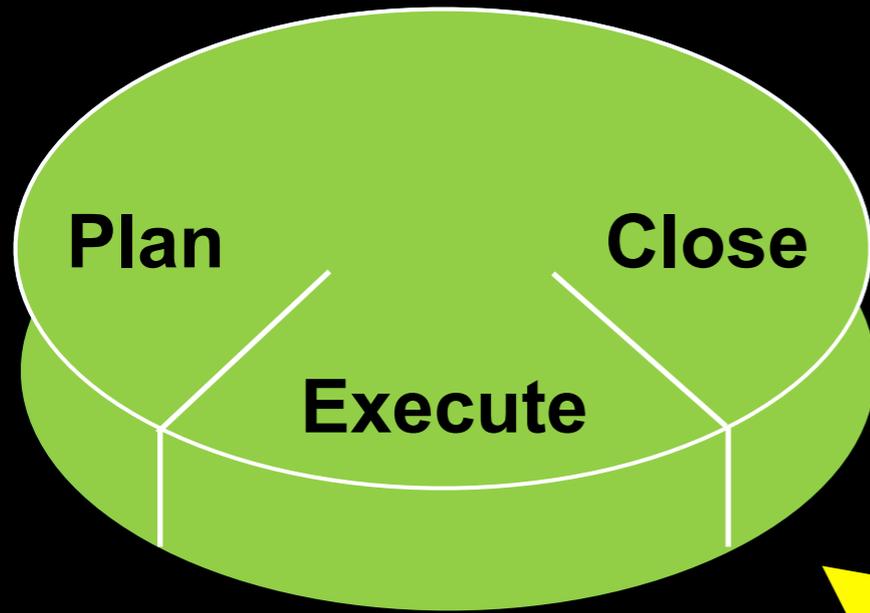
Projects

Best Practice



Projects

Organic Best Practice

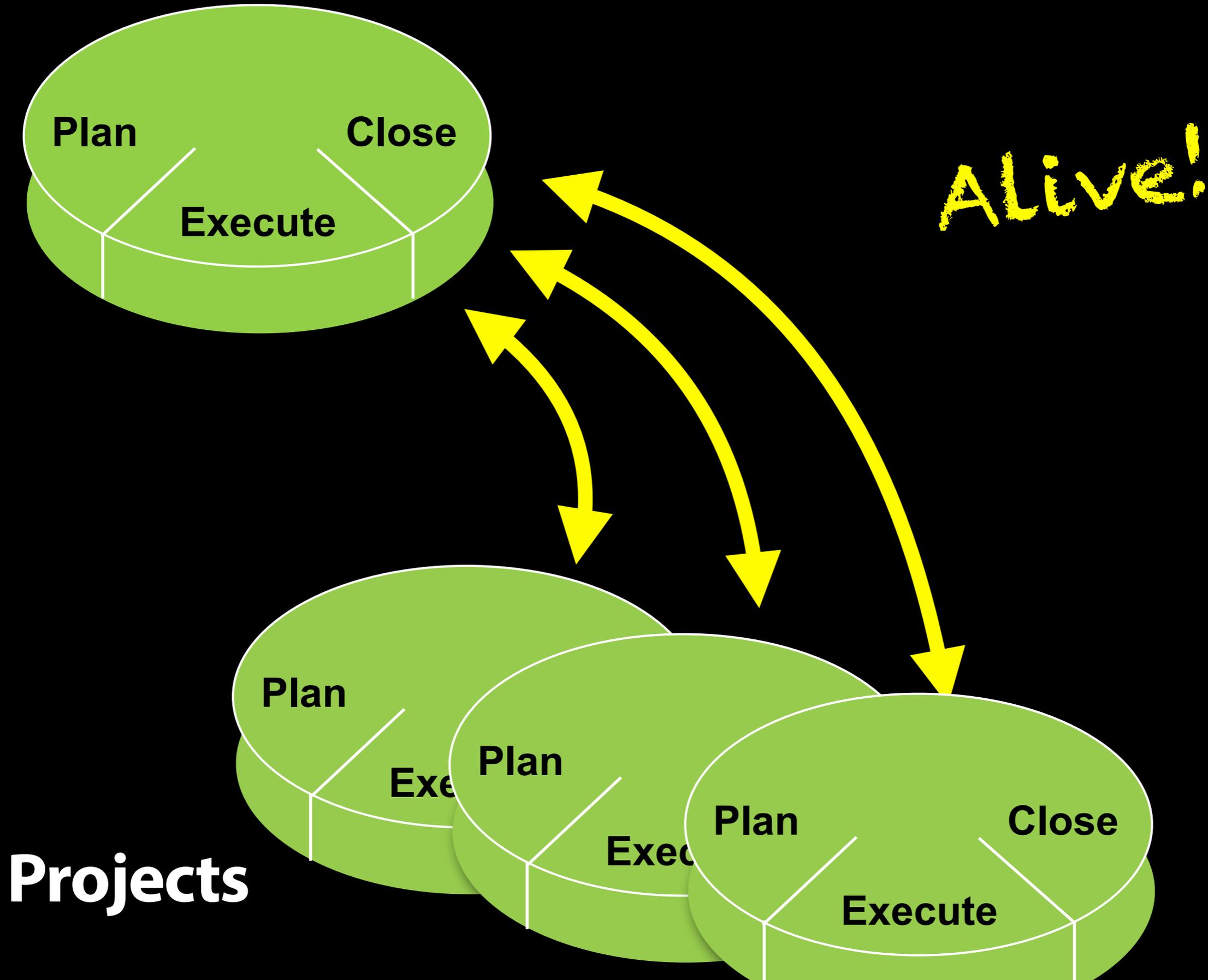


real-time feedback

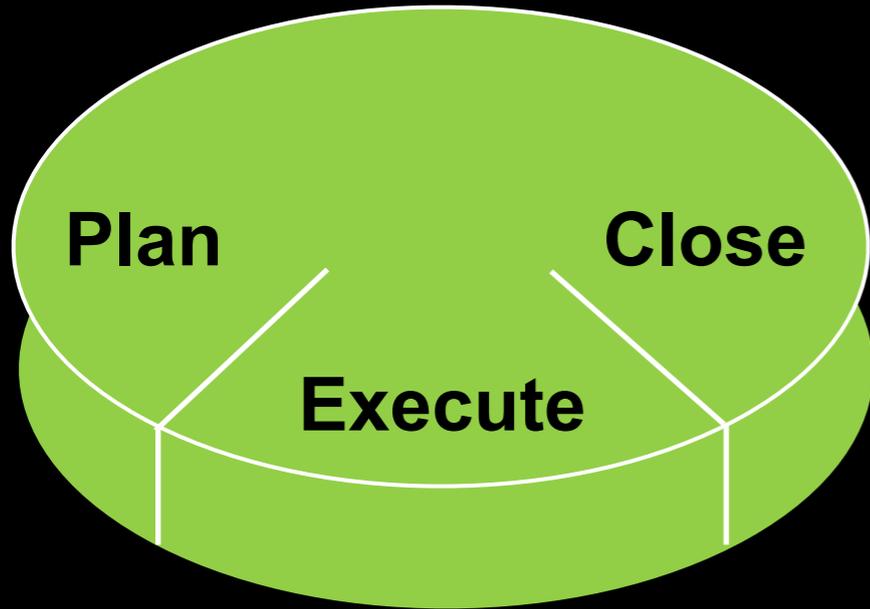


Projects

Organic Best Practice

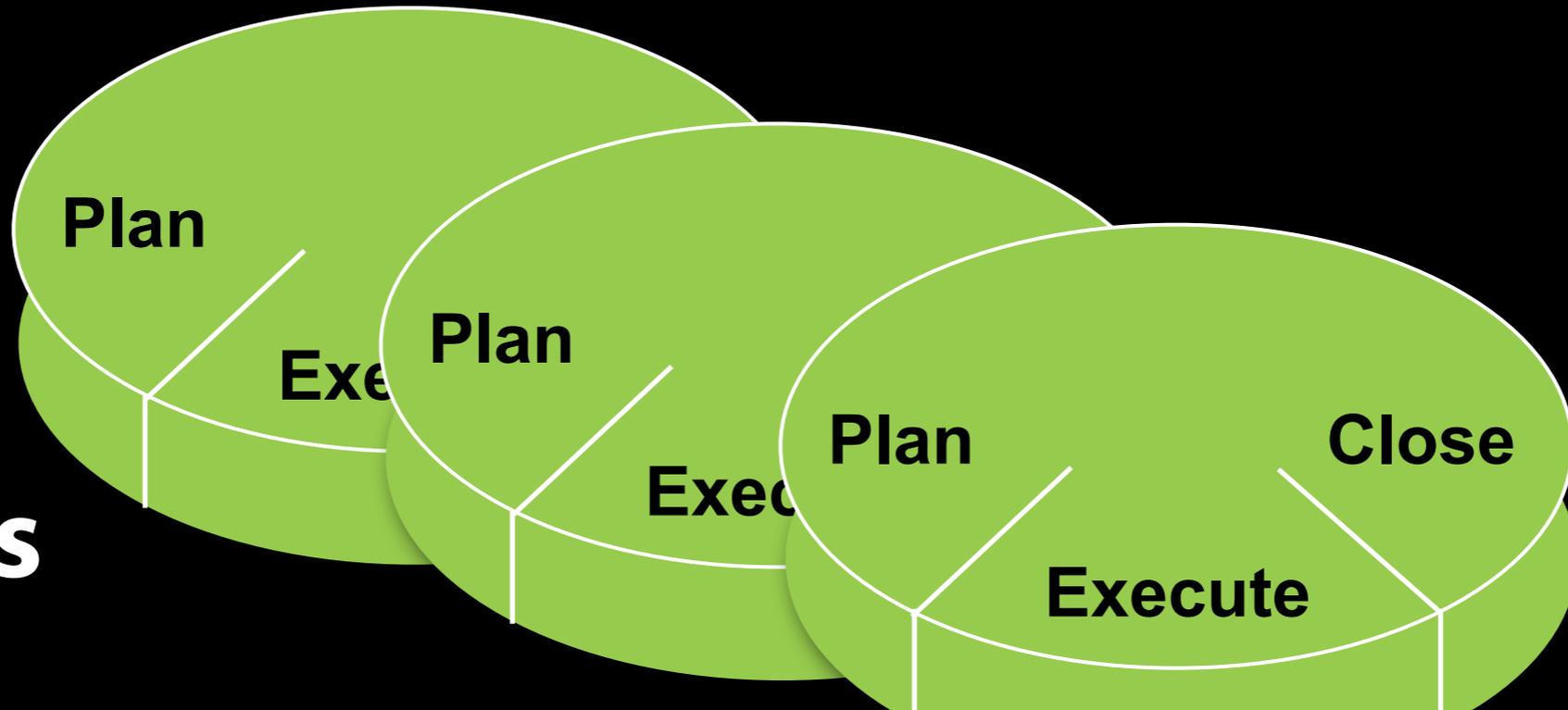


Organic Best Practice

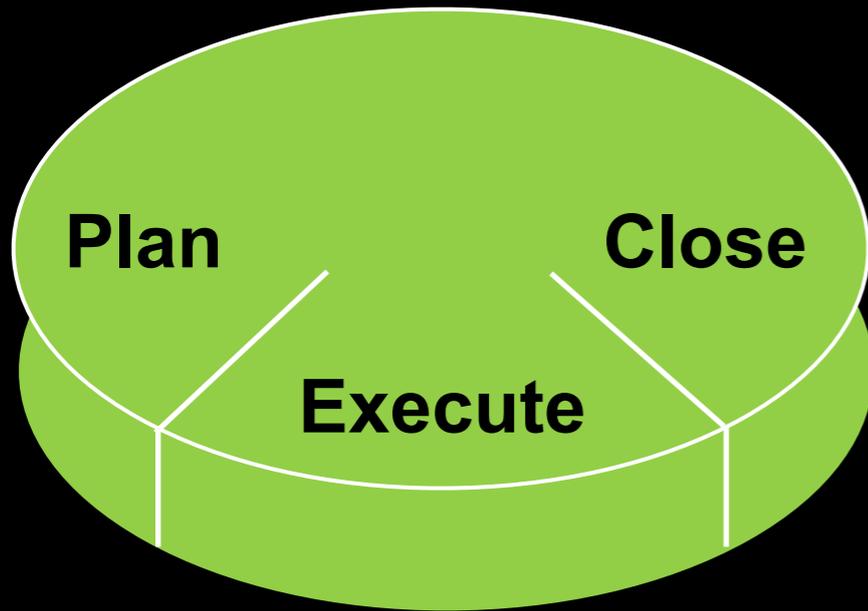


ALIVE!

Projects

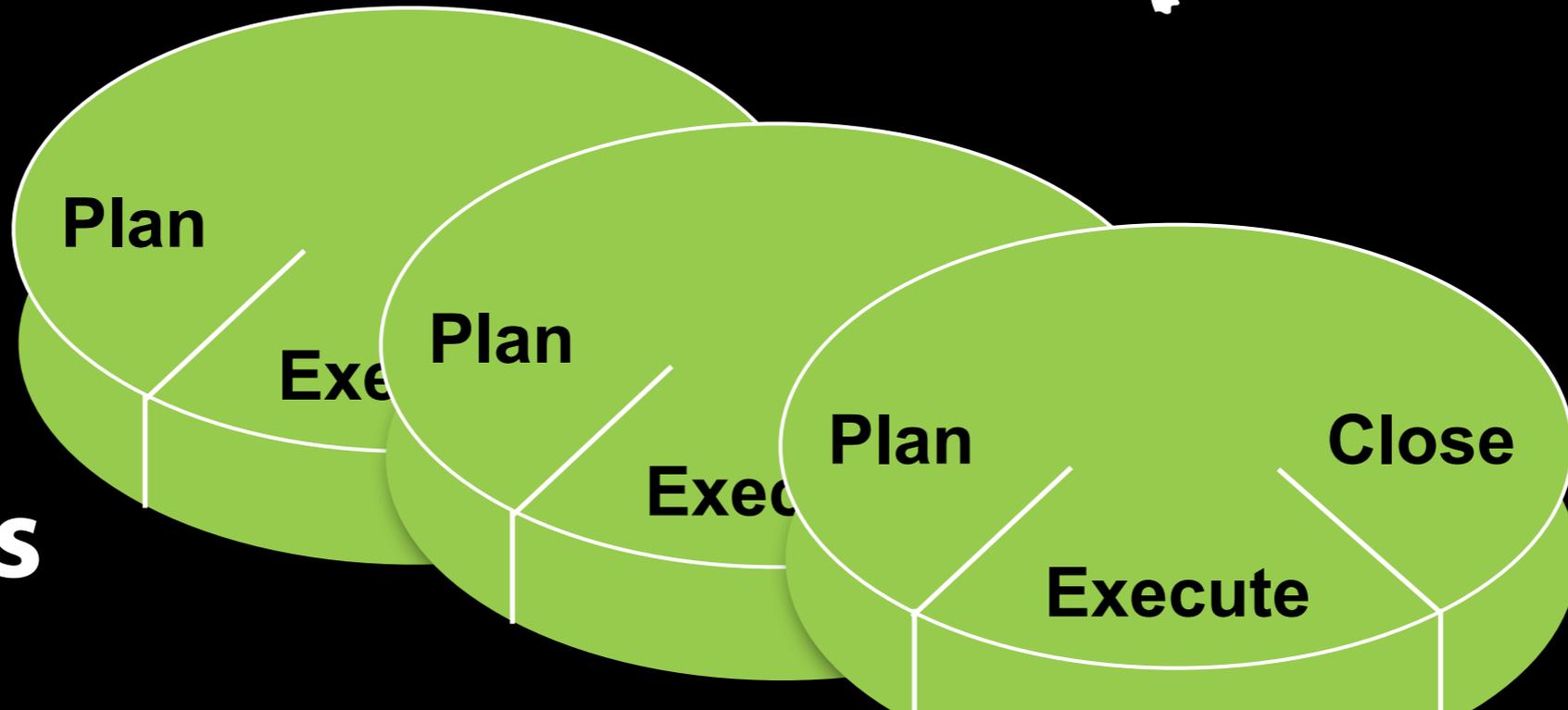


Organic Best Practice

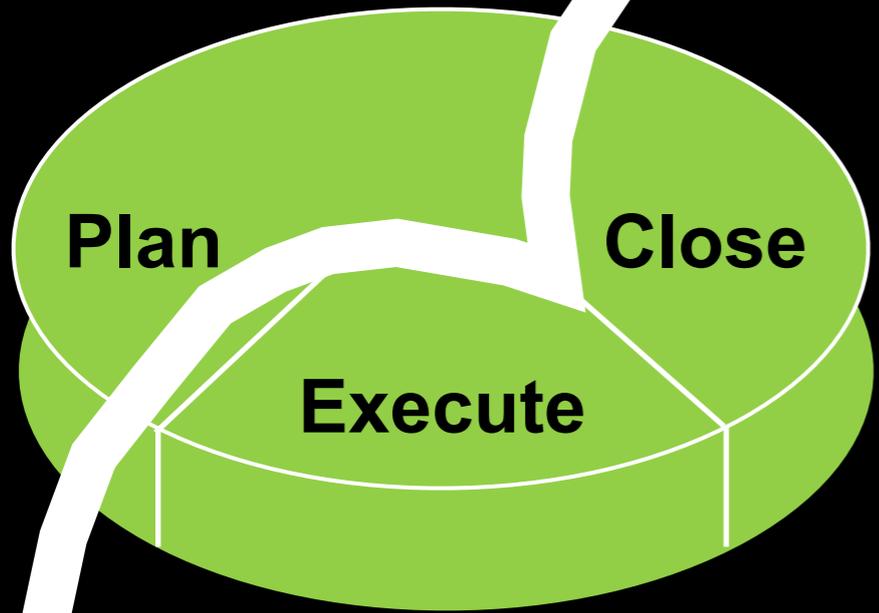


visual and
simple

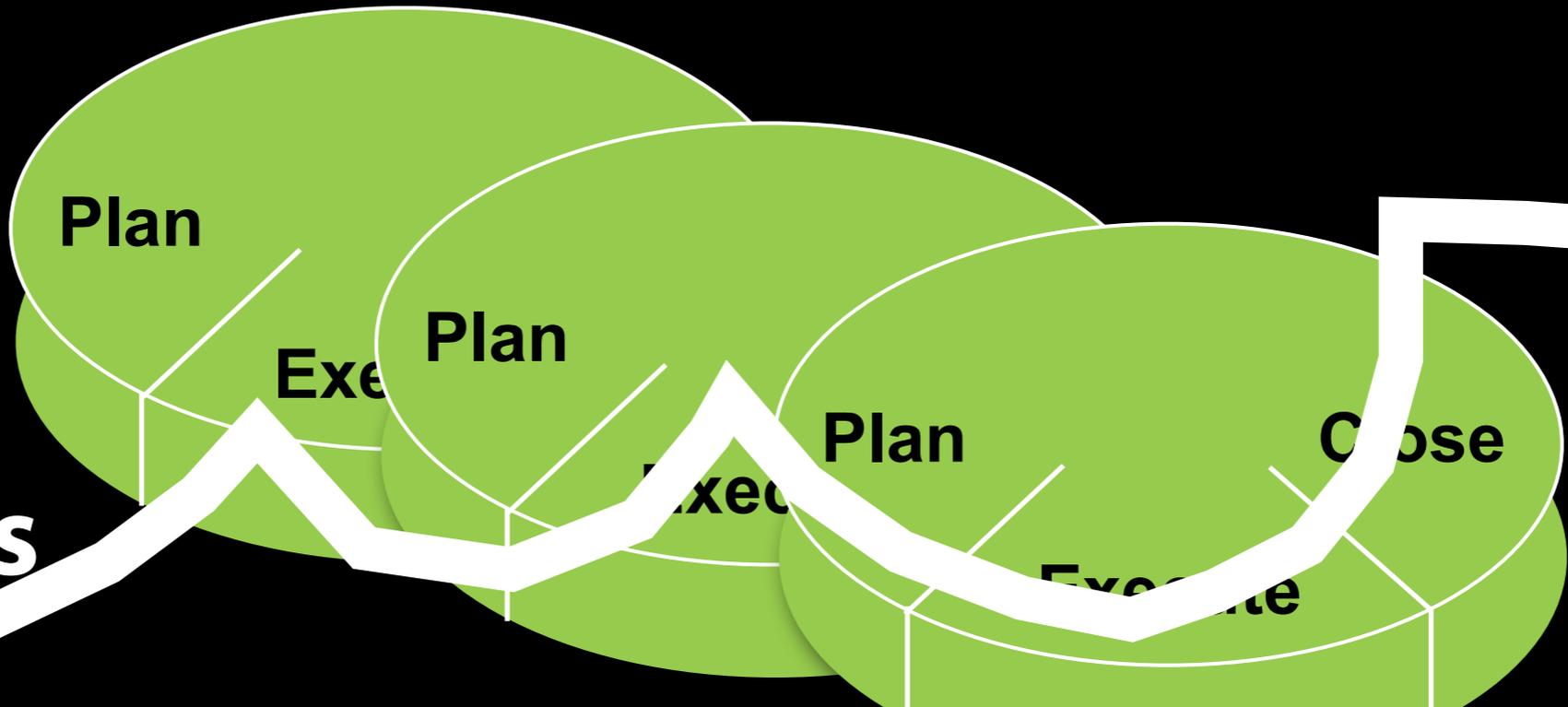
Projects



Organic Best Practice



cloud



Projects

Review

Review

do things faster
and better

Review

do things faster
and better



collaborative processes

Review

do things faster
and better



collaborative processes



creativity

Review

do things faster
and better



collaborative processes



creativity



best practices

do things faster
and better



collaborative processes



creativity



best practices

Review





more revenue



less cost



less risk



PMI's Pulse of the Profession™ (2013)

8% high performers

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Focus on talent management

today

Focus on standardized pm

Focus on strategic alignment

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today

Focus on talent management

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PMI's Pulse of the Profession™ (2013)

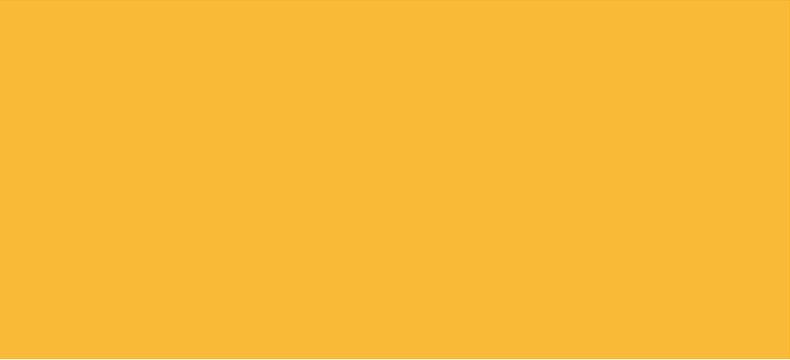
today

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Thank you!



PIEmatrix

Change the process, Change the world