

# QRC DNA of strategy execution

Based on The DNA of Strategy Execution, June'2018, Henny Portman



Objectives | Key results (measures & metrics) | Reporting | Action | Learning

- Net Promotor Score (NPS)
- Context, contrast, causality
- Are you Ben (focus on output) or BOB (focus on benefits of benefit; outcome)
- Leading and lagging indicators

7 C's: Culture | Curiosity | Capture | Community & Collaboration | Curation | Correcting | Continuous Innovation

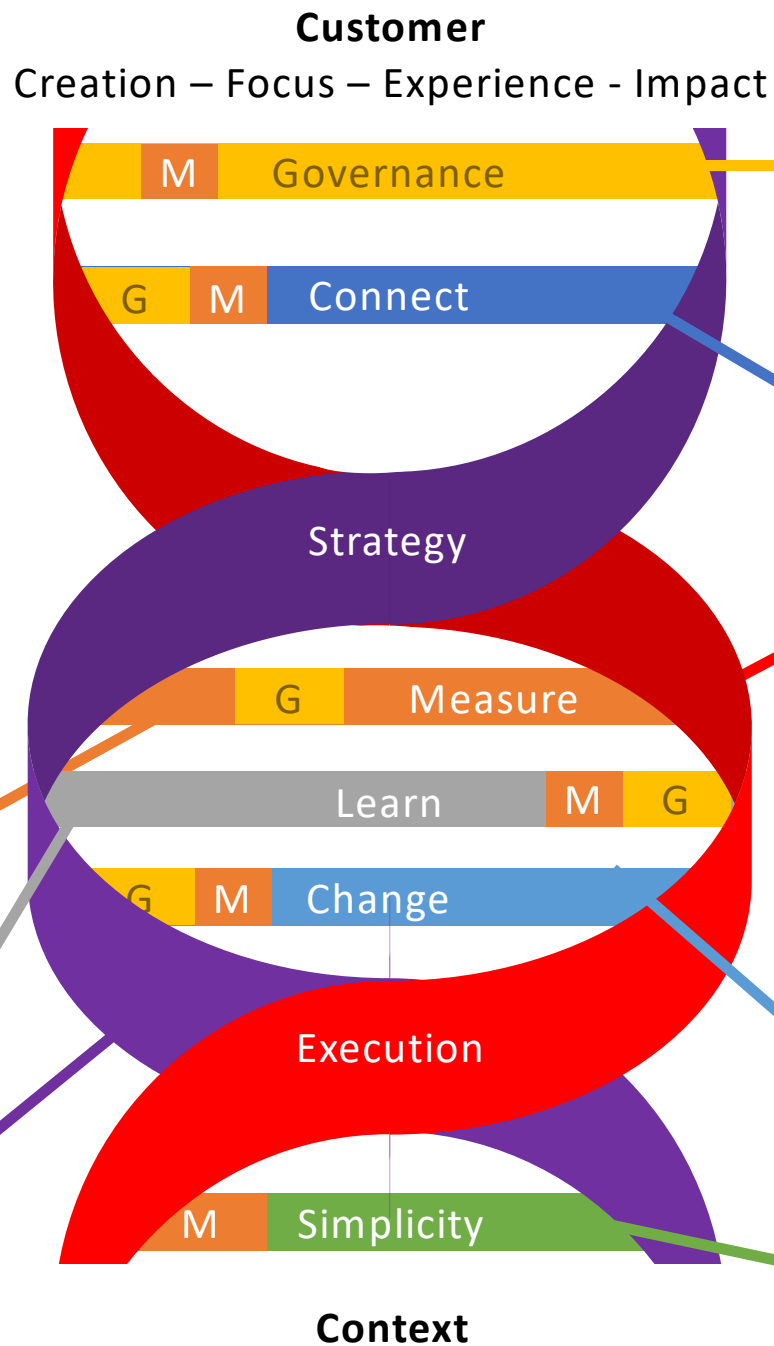
DiSSS: Deconstruction, Selection, Sequencing, Stakes



Diagnosis | Choice | Design | Evolve

**STRATEGY**

- Prioritization
- Decision making
- Results
- Benefits
- Value & Impact



Steering body | Standards | Policies – Procedures | Gates (execution, business rationale, next phase action: go/no go/hold/recycle) | Reviews – Audits | Compliance | Responsibility & Accountability (RACI) | Authority | Decision Rights (recommenders, agreeers, performers, input, deciders) | Rules – Guidelines (boundary, (prioritizing, stopping) | Agility: Rigor without rigidity

Customers & Stakeholders | Silos | Business | Interdependencies | Networks & connections | Marketing/Communications | Community and Collaboration (Communities of Practise CoP)

Degrees – Betweenness – Closeness – Other factors

**People:** Artistry, DANCEing, Change making, Connecting, Learning, Entrepreneurial

**Process:**

PMO	Customer
Documented	Awareness
Communicated	Understood
Implemented	Adapted & Applied

**Technology:** Tools, Systems, Apps, Bots

Flow

Pooled	Workflow
Sequential	
Reciprocal	

Adaptive

**EXECUTION:** Develop, Improve, Execution & Performance Capability

5 A's: Awareness | Anticipation | Absorption | Adoption | Adaption

4 C's: Customer | Choice | Communication | Connectors

- Fair process; 4 E's: Engagement, Explanation, Expectation clarity, Empathy
- Allow for choice
- Create direct experiences
- Tell meaningful stories
- Make it a game

**From PMO to DoS (Department of Simplicity)**

principles of simplicity: from whose perspective, minimalism - less is more, scalable, self-eliminating, desire lines and simple rules.

10 laws of simplicity: Reduce, Organise, Time, Learn, Differences, Context, Emotion, Trust, Failure and The one.

Business – Purpose – Vision – Goals – Structure – Culture - Politics