

How I wired the winning organization!

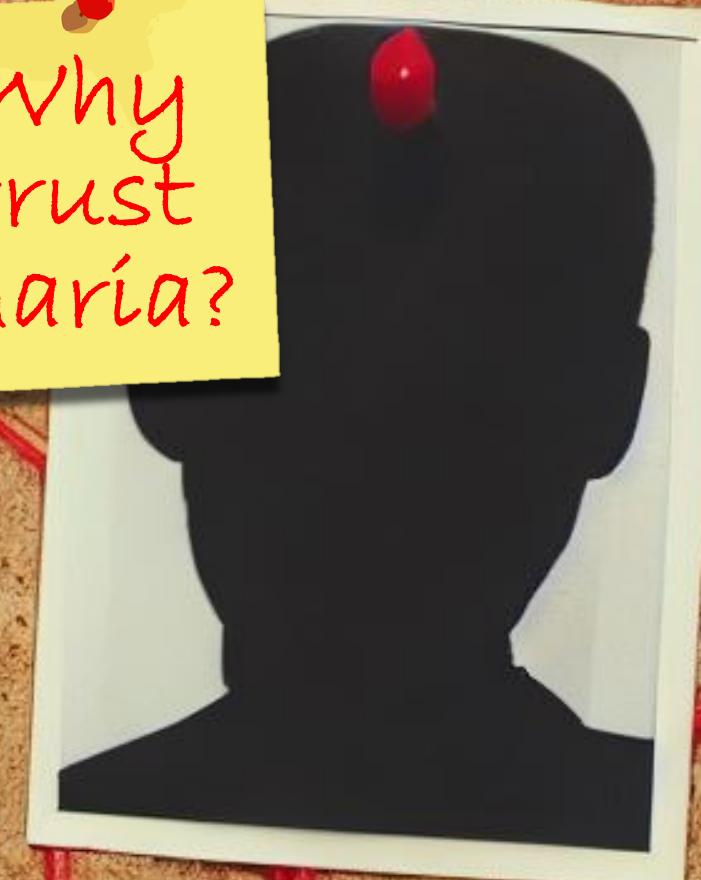
A practical step by step guide from a Steven Spear apprentice

Maria Mentzer, VP Customer Development See to Solve

Dev Ops Summit October 4, 2023

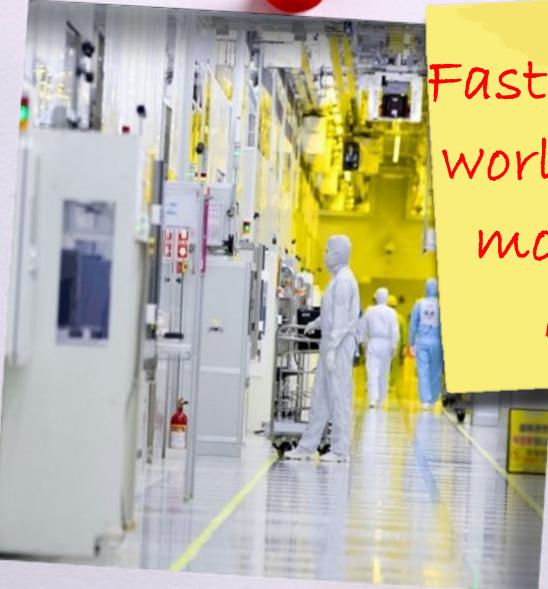


Why
trust
Maria?



Steven
Spear

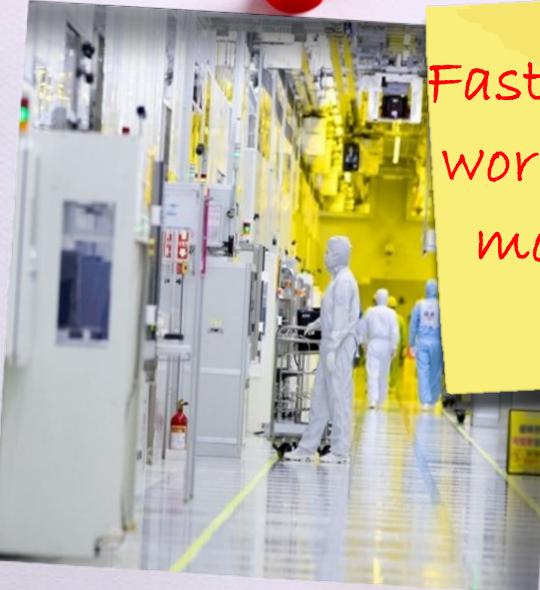




Fastest in the
world - from
months to
days

Steven
Spear





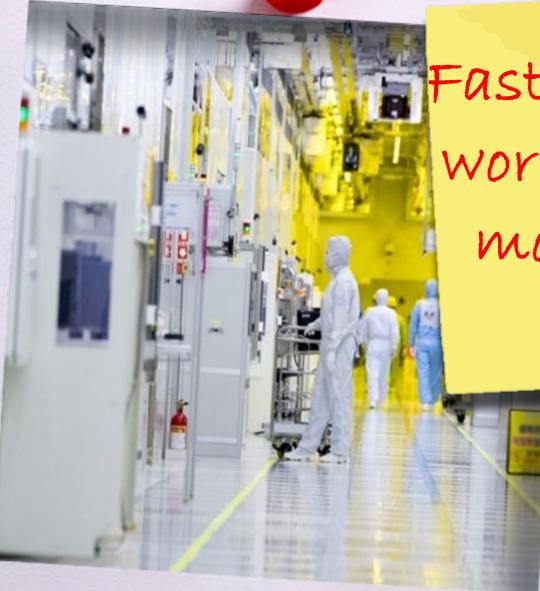
Fastest in the
world - from
months to
days



Process
Mapping
Super
Power



Steven
Spear



Fastest in the world - from months to days

Steven Spear



60X process time improvement

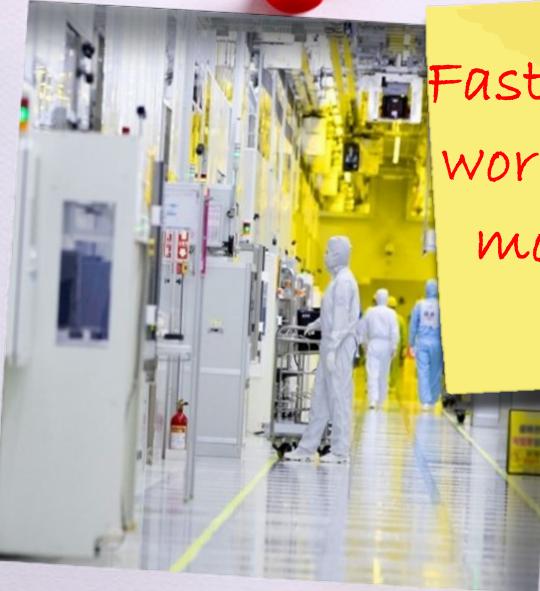


Process Mapping Super Power



Massachusetts
Institute
of
Technology





Fastest in the world - from months to days



Process
Mapping
Super
Power

60X process time improvement



Worst customer scores to best



See to Solve



Fastest in the world - from months to days



Process Mapping Super Power

60X process time improvement



Steven Spear



Worst customer scores to best



Colleagues



Collective change is daunting

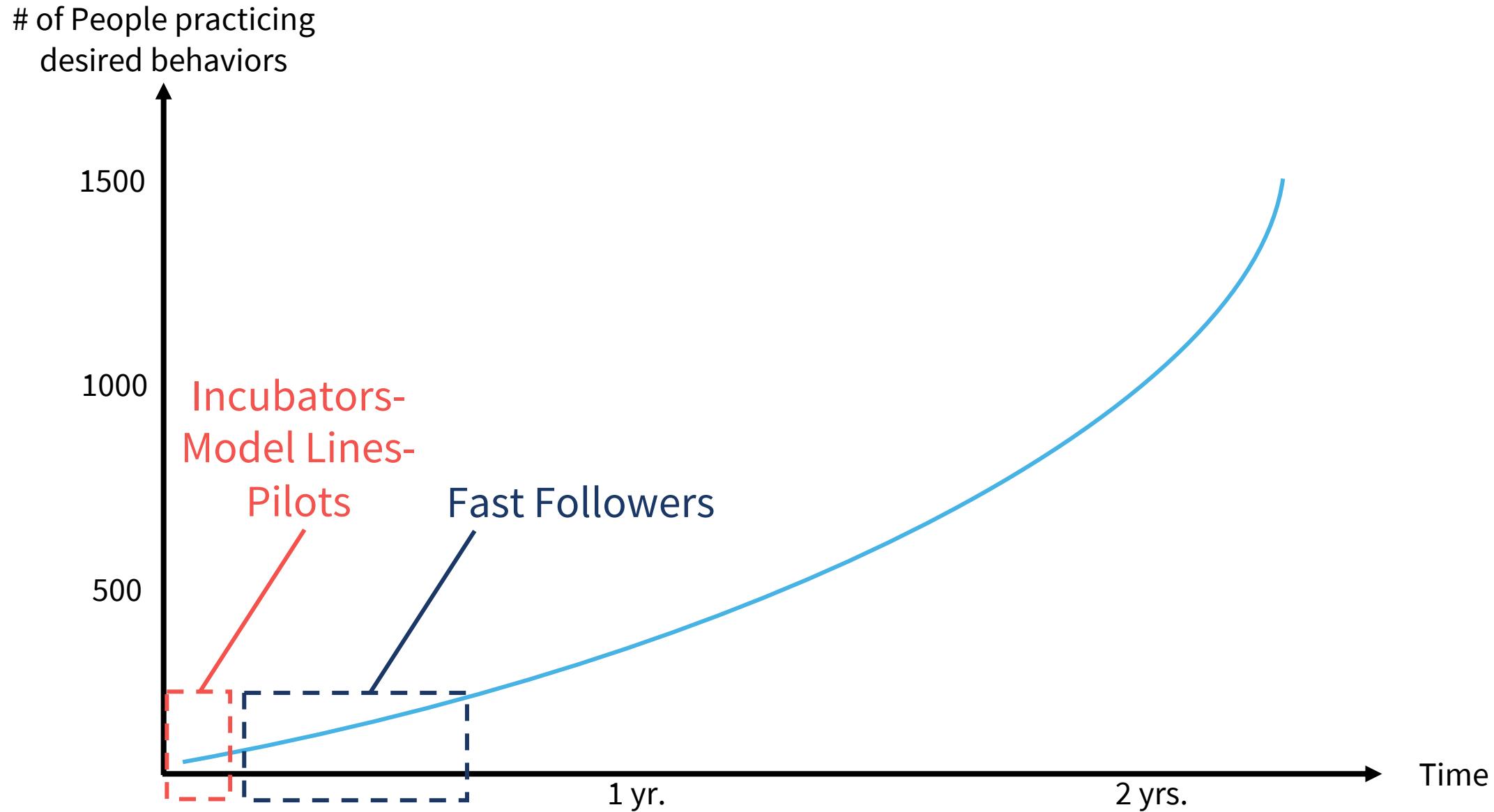


Collective change is ~~daunting~~ simple, if you break it down



Keep it Simple

Start small... communicate broadly



Pick the right team



Leaders who “get it”

Painful

Improve in days

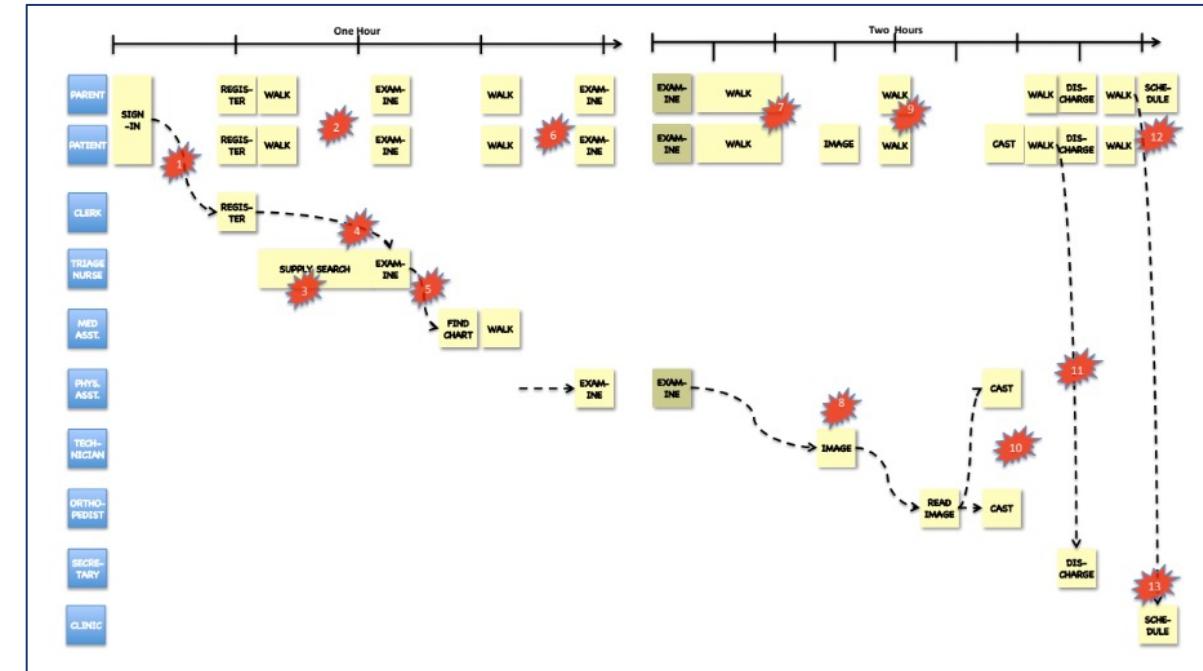
Complete roster

*Collect what is in
people's brains*



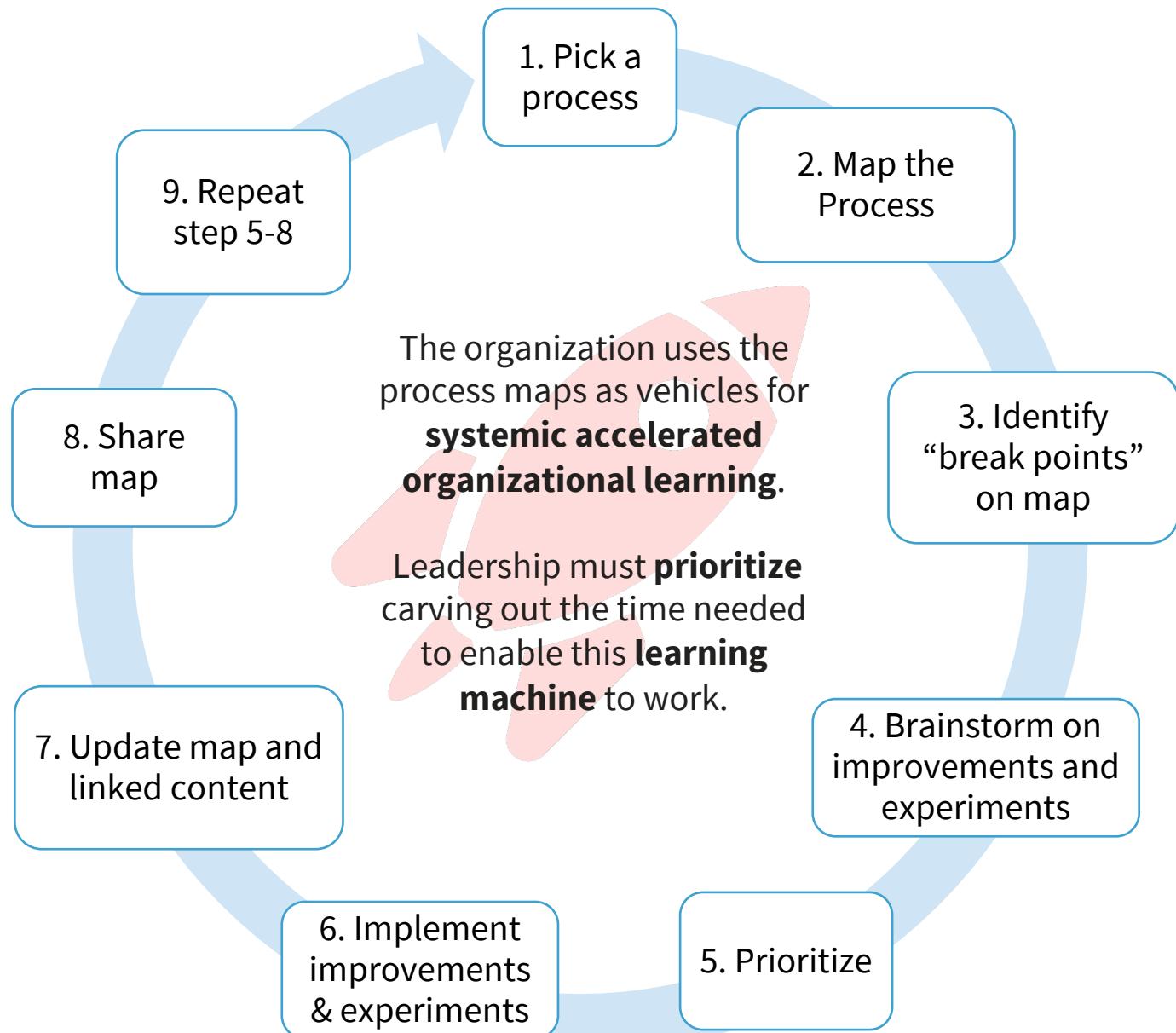
Therapy

*Structure for
problems to “pop”*



Slowify, Amplify, Simplify

Practice, practice, practice



Nurture fast followers

- Educate
- Arrange practice
- Train coaches
- Have fun!!



Collective change is ~~daunting~~ simple, because you break it down



1. Keep it simple
2. Start small, communicate broadly
3. Pick the right team
4. Map Steve's way
5. Practice, practice, practice
6. Nurture fast followers

Need help....or a cheerleader?



Thank you!