### Play #23 Exercise: Developing an Operational Excellence Plan

Use the information in this Play (particularly the section “**Guidelines for Developing an Operational Excellence Plan”**) to develop an Operational Excellence Plan for your company.

1. Meet with your management team to determine what Key Performance Indicators (KPIs) you’re going to track and list them here.
2. Identify a smaller team who will oversee the development and management of the Operational Excellence Plan and list them here.
3. Using one of the KPI tracking system software sources listed below, create one or more systems to track all KPI metrics.

1. Compile the initial baseline of metrics for all KPIs and place them in your KPI tracking system. This will be your benchmark for improvement.

1. Identify which KPIs have the highest potential to impact your success.
2. Develop your strategies and tactics (i.e., your Plan) to improve all KPIs, with emphasis on the KPIs you identified in step 5.
3. Clearly communicate the Operational Excellence Plan to all team members, detailing each person’s responsibilities.
4. Produce routine and timely reports for all KPI metrics and share the results with all team members.
5. Take immediate corrective action for any KPIs that aren’t meeting set standards. If possible, for any problem that has negatively affected a customer, directly interact with the customer. Next, find the root cause of the problem and fix that.
6. On a regular basis, meet with team members who are responsible for KPIs. Use this meeting to develop improvement strategies for all KPIs.

**KPI Tracking System Software Sources**

* <https://www.capterra.com/p/193637/Wyn-Enterprise/>
* <https://www.domo.com/>
* <https://www.sigmacomputing.com/>
* <https://www.softwareadvice.com/>
* <https://softwareconnect.com/kpi>