

ISPI and Thoughts on Global Fluency

by Carol M. Panza



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ISPI's Global Membership & Mission



Founded	1962
International & chapter members	10,000
Countries represented globally	42



Mission

To develop and recognize the proficiency of our members.

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Global Access



ISPI is working toward easier access internationally and greater participation outside of North America.

Newsletter ISPI's newsletter was converted to an electronic format late in 2001. **PerformanceXpress** now not only reaches all members, wherever they live and work, in a timely manner and convenient format, it is also a great source of useful information.

Institutes ISPI also reaches members and prospective members outside of North America with well respected **Institutes** like the one that will follow this conference.

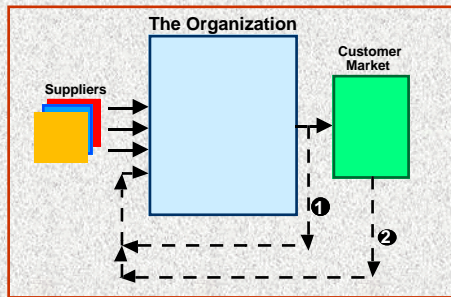
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What really makes ISPI international?



What really makes ISPI international is the technology (HPT) which is at the core of the organization.

That is, the Performance Technology is a comprehensive set of tools and techniques beginning with performance (**valued results for clients**) and analysis rather than a predetermined solution.



CLIENT SUCCESS

(wherever they operate):

- The local economy?
- The global economy?
- Society?

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Fundamental Principles



The Society is comprised of members who are professionals with a myriad of experience and expertise. So, what ties us all together and makes ISPI the organization to which we choose to belong?

Fundamental Principles vs. Approaches or Solutions

(Tools, Techniques & "Stuff")

- Focus on results
- Be systematic
- Add value
- Partner or work collaboratively with others

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My Personal Goal on the ISPI Board



- Growth of international (global) membership numbers
- Increasingly active roles for those members

ISPI EMEA is an important step in the right direction

Active participation and networking opportunities for non North American members

Enhancement of HPT and the global voice and reach of ISPI which benefits the Society

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Your Role in ISPI's Global Fluency



Volunteer to participate on Committees that do not require face-to-face meetings.

Share your experience and success with EMEA with other chapters.

Document your performance projects and contribute HPT articles, research and success stories.

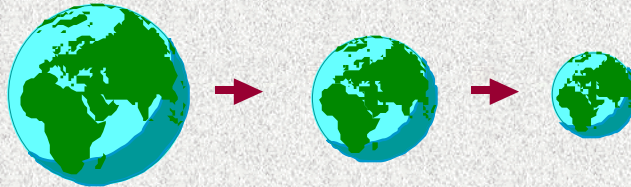
That is, add your voice and experience to ensure that HPT (and ISPI) will continue to develop its global fluency and international impact.

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Why Global Fluency?



We live in a global economy (and also a global ecosystem) and a world that is shrinking.



Large and/or growing organizations need to consider global markets for:

- Customers
- Employees
- Partners

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Prerequisites



Global fluency begins with and depends upon global respect. And, there are at least three (3) prerequisites:

Accomplishments - Focus on results or accomplishments rather than activities, techniques or behaviors.

Analysis - Ask questions and determine the “unbiased” reality of operations.

Visual - Using visual/nonverbal communication tools is effective for both data gathering and also documenting/confirming what is or and what could be.

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Results/Accomplishment Focus



What we are trying to get **done** versus what we **do**.

Allows us to:

- 1) Build agreement
- 2) Create a stable framework for operations
- 3) Support continuous improvement

Count valued results NOT tools, techniques or behaviors.

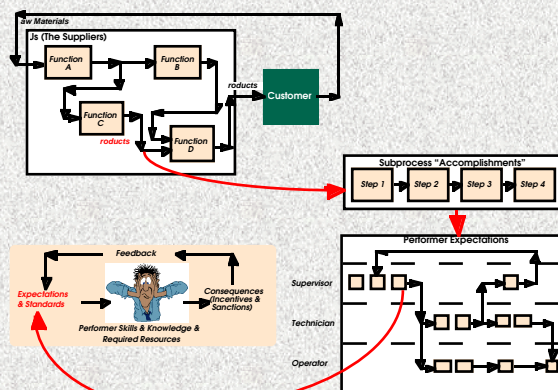
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Top Down and Open-minded Analysis



NOT

- analysis to customize a predetermined solution, or
- done with culturally defined filters (glasses) or preconceptions



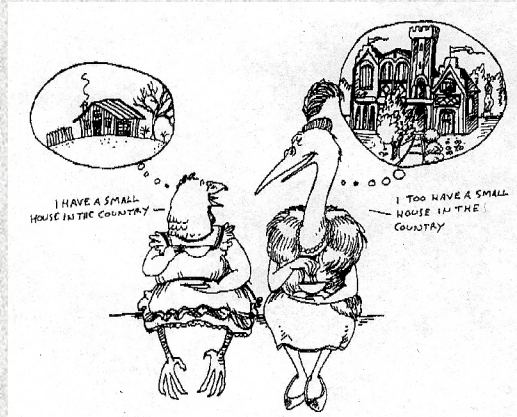
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Visual/Nonverbal Communication Tools



Potential Issues

- Language translation
- Meanings within the same language
- Other cultural differences (between companies, industries, countries and other cultural groupings)



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Example #1 - International Tanker Fleet

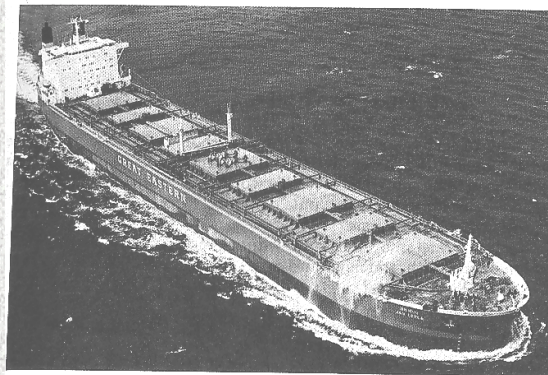


“He gets excited about his work.”

Versus

Key accomplishments supporting
critical vessel-level results

What's a
VLCC →
anyway?



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Example #2 - Nuclear Power Plant



- US based project team with nuclear power plant SME
- Client with tradition of Soviet system and regulations



Both had to let go of old models and look at the current operating and market reality

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Universal premises??



Organizations exist to produce products or services for customers.



Organizations generally want to survive and grow.



You can't manage something unless you can measure it.



The only practical source for useful measurement is the customer "marketplace."



Improvement opportunity "lives" within the internal customer-supplier network of most organizations.



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Global Respect



Systematic, accomplishment focused analysis that begins with the marketplace is essential, but **global respect** is fundamental!

So, complete your analysis and, then, open your mind to learning from it.

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