

THE PILLARS OF OPERATIONAL EXCELLENCE

5 pillars of operational excellence to know

Focus on
customer value



Strategic
alignment



The Extended
Enterprise



Humans at the
heart of the
system



Continuously
improve



Actively listening to customer needs must be a constant reflex. Measure the results perceived, not only through quantitative indicators (satisfaction rates, complaints, etc.), but also qualitative ones (comments, feedback, verbatim).



It's up to **leaders to ensure consistency across strategic, tactical, and operational** levels. Good alignment allows each employee to understand how their work contributes to the overall strategy.



The organization **can no longer operate in silos**. It must integrate its stakeholders into its strategy. Collaborating closely with its ecosystem also means accepting a logic of co-performance, where success is collective.



Promoting grassroots initiatives, listening to employees, and **creating a positive work environment** are essential conditions for mobilizing teams. This involves: Recognition, skills development, and trust.



More than a method, it's a state of mind. The foundation of Lean, it consists of **progressing in small steps**, on a regular basis, based on facts and feedback from the field.



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