

Surfing the Tsunami of the Digital Transformation Journey

Pivoting Digitally While Realizing The Gains Of Lean Six Sigma

Therese Costich

The Costich Group

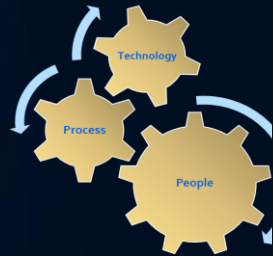


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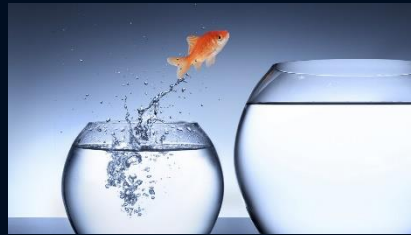
Agenda



DEFINING DIGITAL
DISRUPTION AND
DIGITAL
TRANSFORMATION



CRITICAL COMPONENTS
FOR ALL ORGANIZATIONS



WHAT ARE YOUR
ORGANIZATION'S
CHALLENGES ?



COMMON CHALLENGES
AND WAYS TO OVERCOME
THESE CHALLENGES



LESSONS LEARNED
FROM GLOBAL ICONIC
INDUSTRIAL LEADERS

"We are now faced with the fact that tomorrow is today.
We are confronted with the fierce urgency of now."

- Martin Luther King Jr



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What is Digital Transformation and What is it Not?

IS

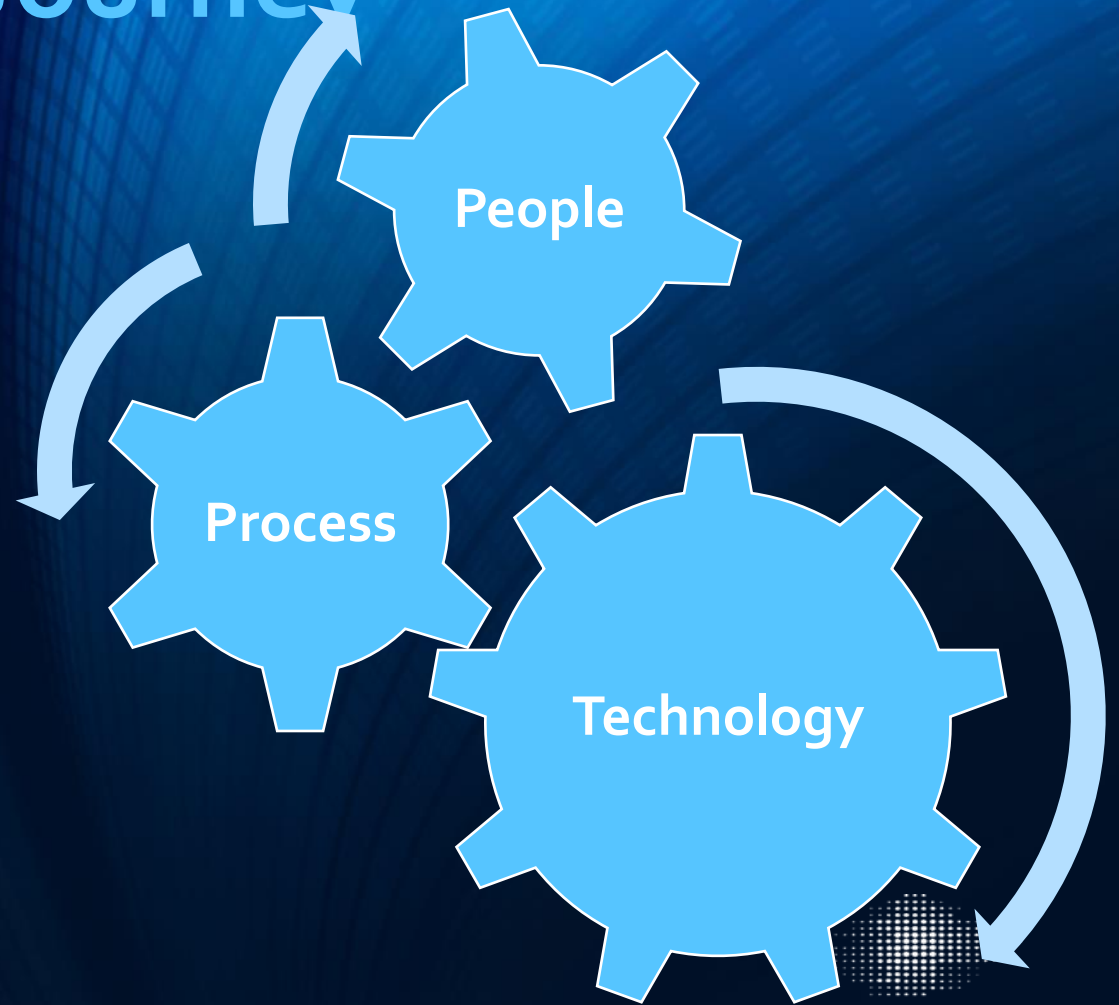
- Creating digital platforms and data strategy to create a centralized, operational excellence umbrella

IS NOT

- Simply moving files from analog to digital or replacing people / processes with robots and new technology


3 Critical Components of a Successful Digital Transformation Journey

Any Organization
Any Industry



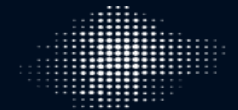
People



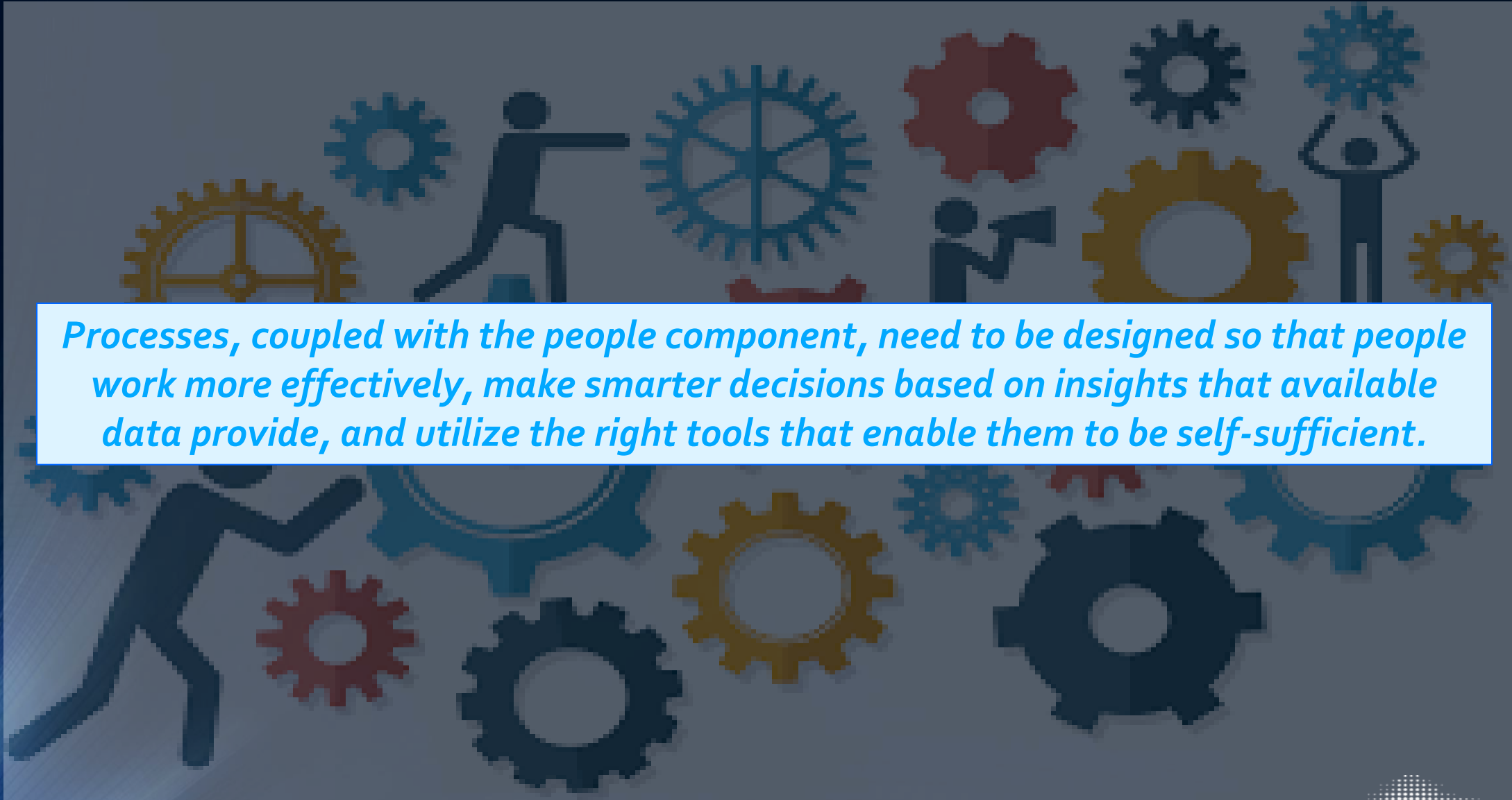


A study by Dell Computers found two of the key reasons for digital transformation initiatives failing are people-related. One is a lack of executive support, and the second is a lack of skills within the business to develop and execute on the digital strategy.

Process



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The background of the slide features a dark blue gradient with a pattern of stylized, semi-transparent icons. These icons include various sizes of interlocking gears in shades of blue, red, and gold, as well as human figures in silhouette. Some figures are shown in motion, pushing or interacting with the gears, symbolizing the integration of human effort and mechanical processes.

Processes, coupled with the people component, need to be designed so that people work more effectively, make smarter decisions based on insights that available data provide, and utilize the right tools that enable them to be self-sufficient.



Technology



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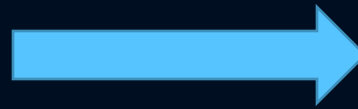
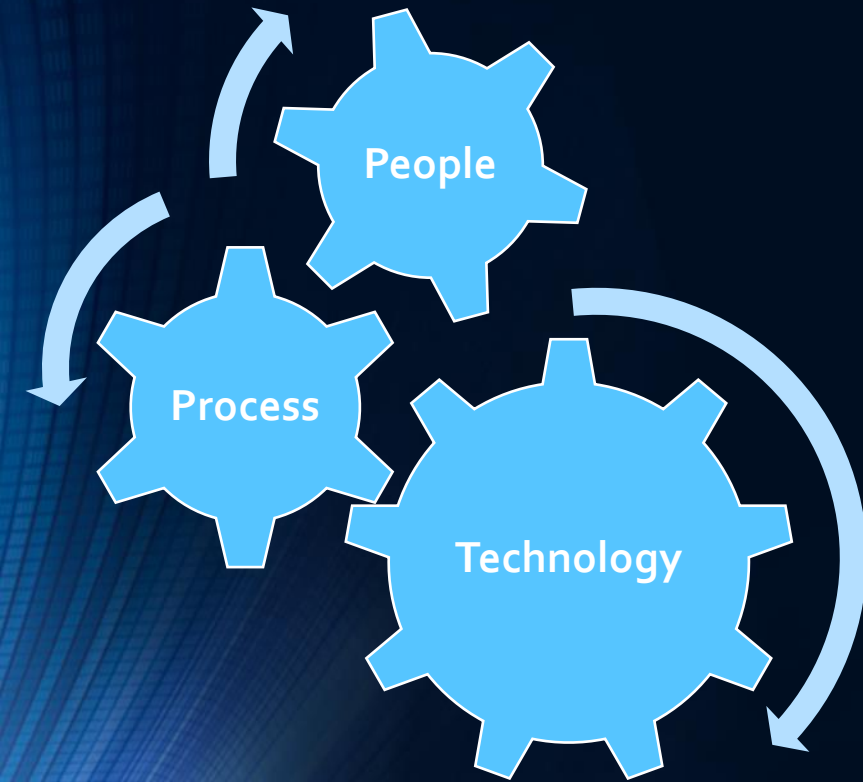
Technology

Tailored technology supports, and is supported by an organization's people and process thus creating a single point of truth



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Opportunities For Companies To *Redefine* Their Organization



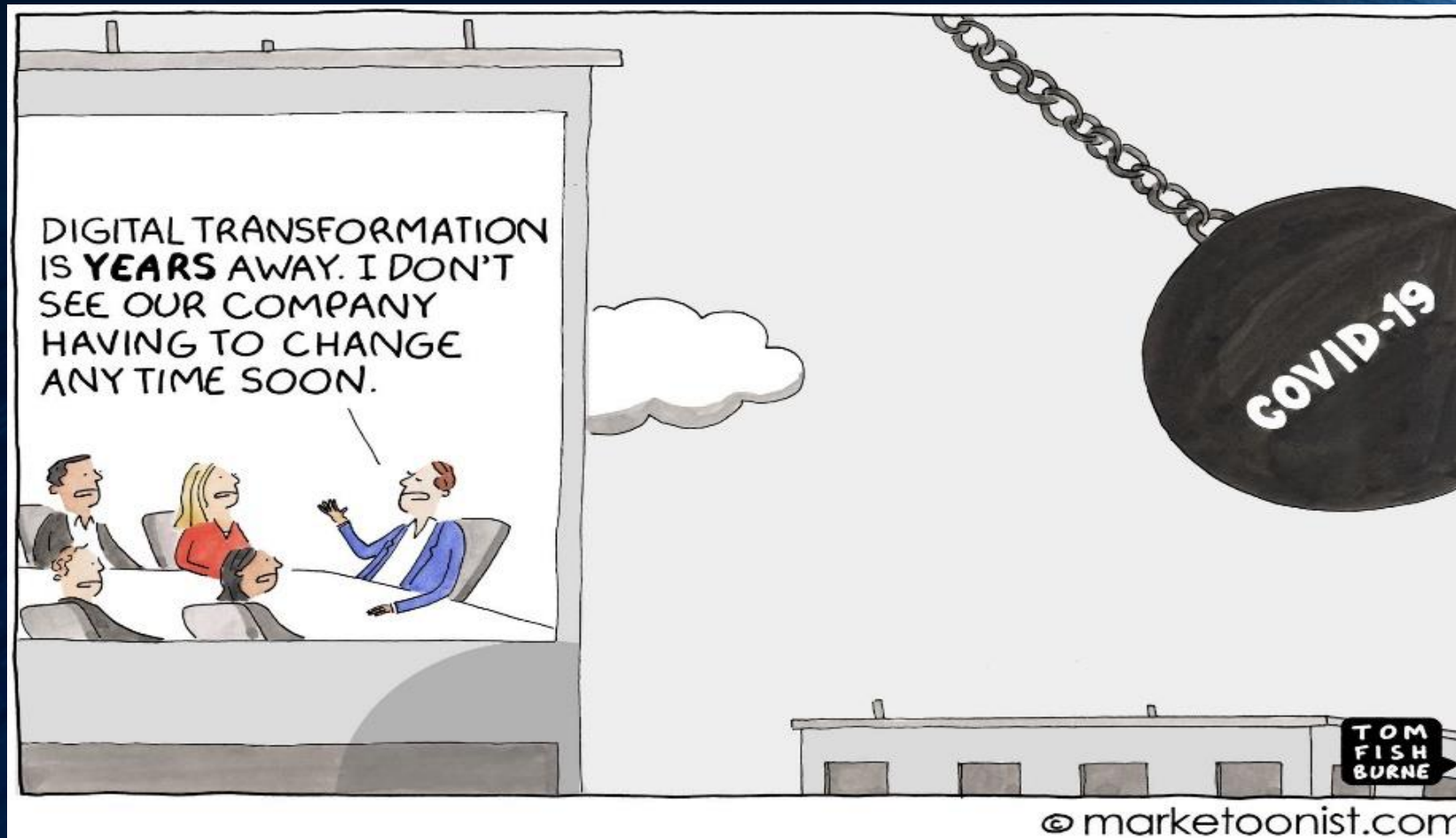
"It is not about what it is – its about what it can become!"

- Dr Seuss



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WHAT ARE *YOUR* ORGANIZATION'S CHALLENGES WITH DIGITAL TRANSFORMATION?



Common Challenges *Regardless of the Industry*

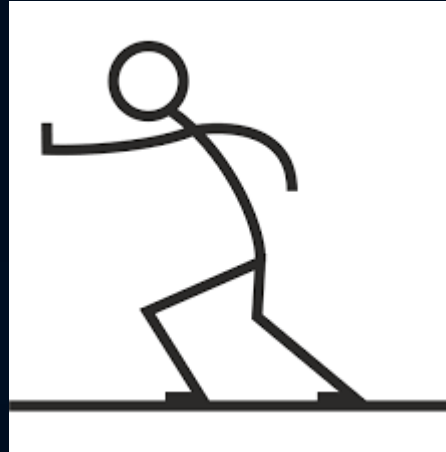
TECHNOLOGY



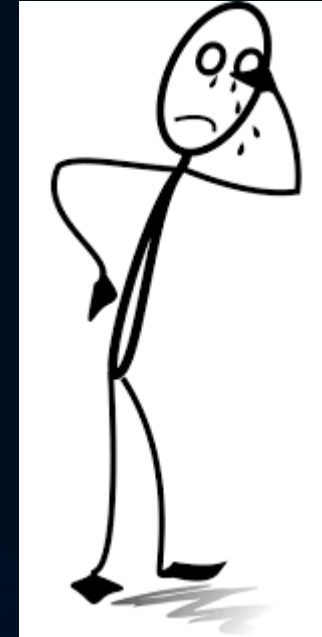
CONFLICTING PRIORITIES



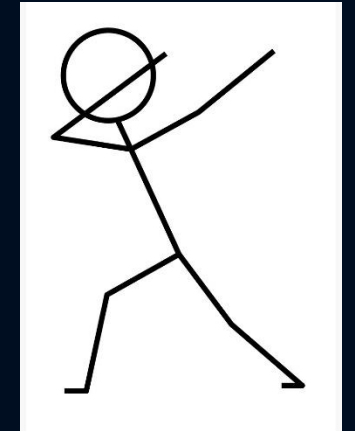
CULTURE



ORG-WIDE DIGI. TRANS STRATEGY & OWNERSHIP



LEADERSHIP



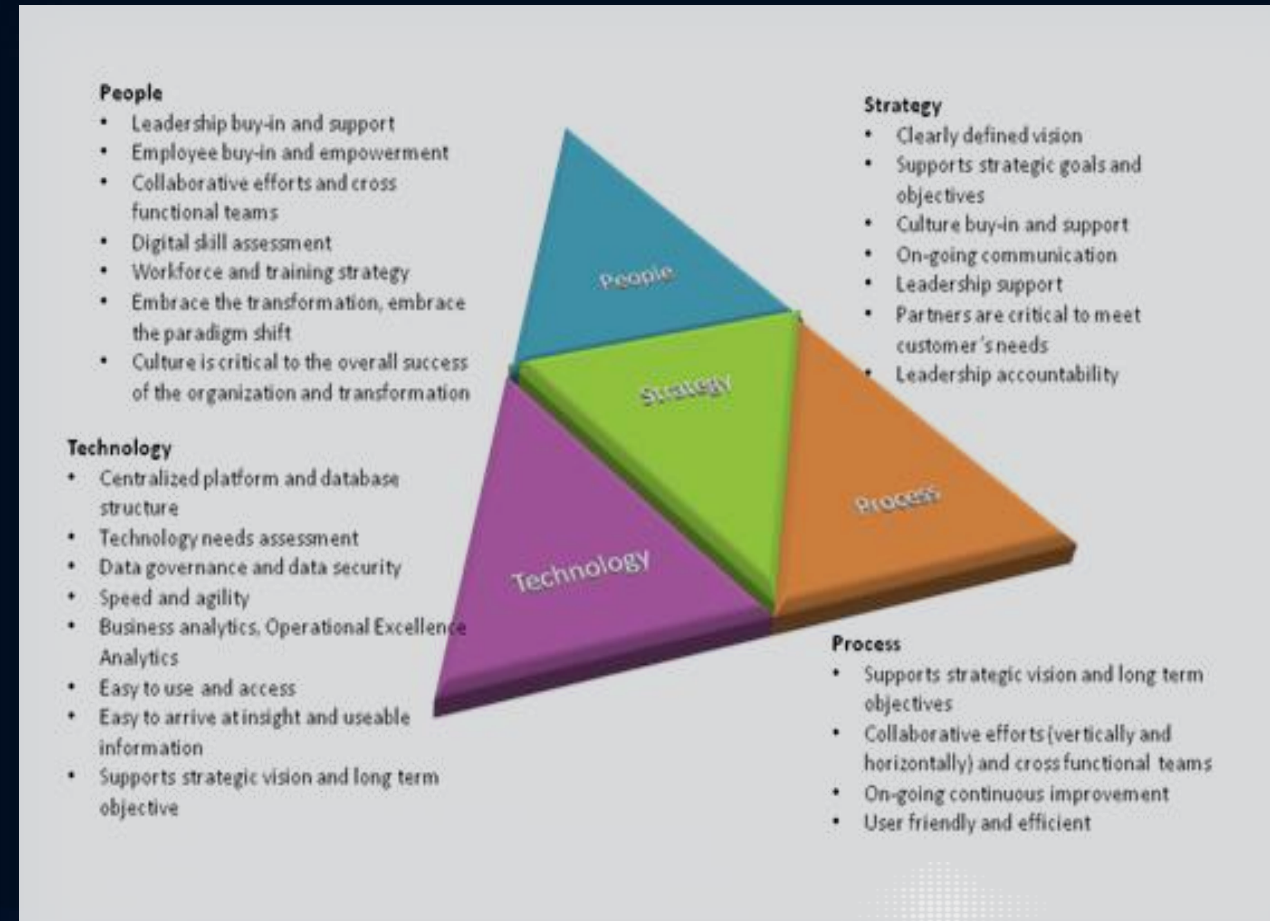
Lessons Learned From Others

- Best Buy
- Coca-Cola Germany
- Canadian Financial Institution
- Cedars-Sinai Medical Center
- Jefferson Health
- Gorbel
- McDonald's



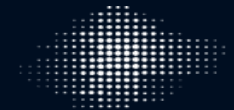
Overcoming the Challenges

1. Leadership support, buy-in, and shared vision tying back to strategic objectives and operational excellence umbrella
2. People, process, technology interaction.... understand legacy systems and the impact to the people and process
3. Collaborative effort across the organization and empower employees via self-service analytics
4. “Digital” customer centric
5. Communicate, communicate, communicate....everything



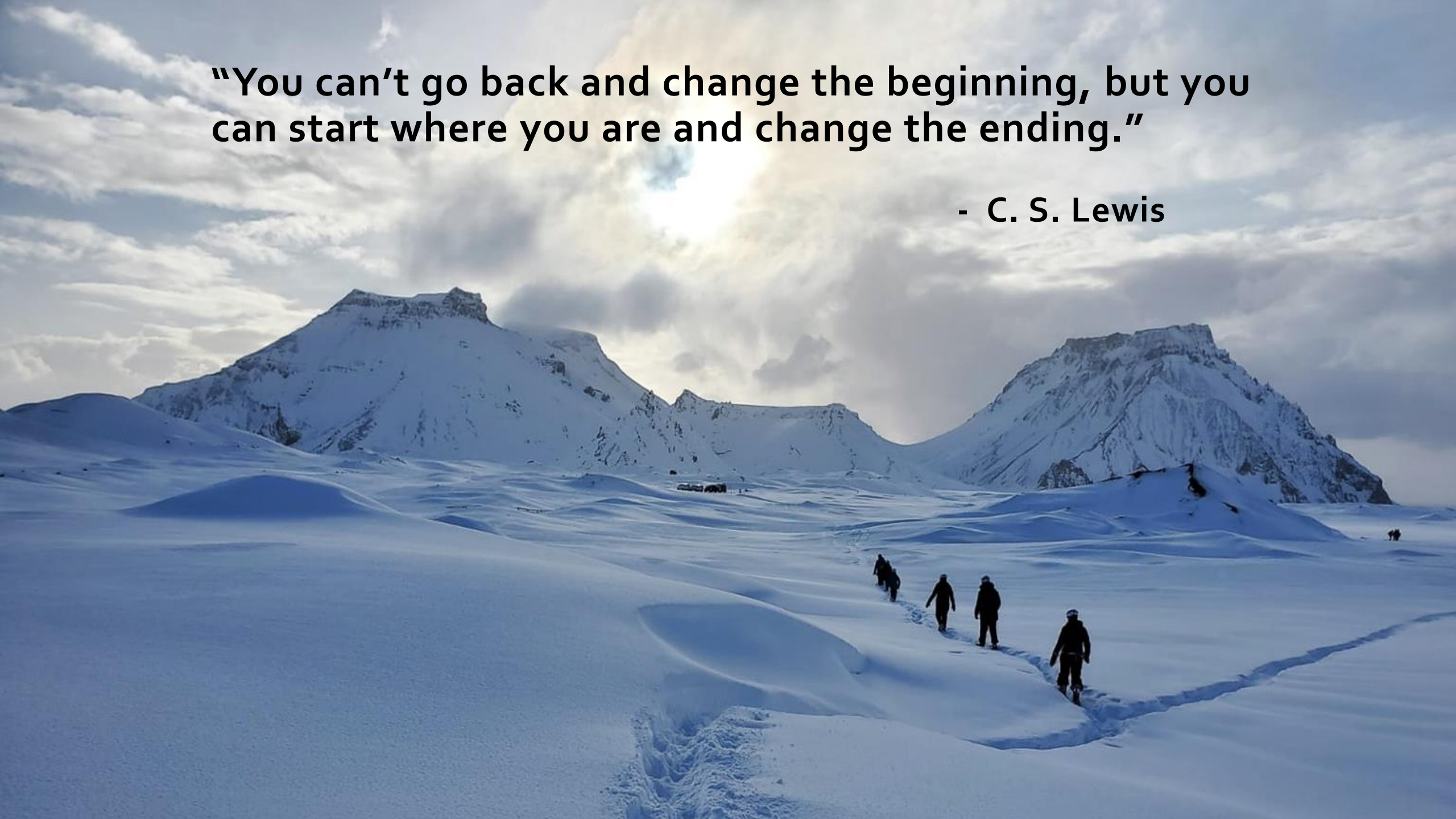
Initial Steps to a Successful Digital Transformation

1. Establish a Strategic Vision and Team to lead the transformation.
2. Identify your organization's Current State in terms of People, Process, Technology and Infrastructure.
3. Determine your organization's Ideal State in terms of People, Process, Technology and Infrastructure.
4. Gap and Bridge Analysis of Current and Ideal States.
5. Develop a transformation plan.
6. Communicate, communicate, communicate, etc.



“You can’t go back and change the beginning, but you can start where you are and change the ending.”

- C. S. Lewis



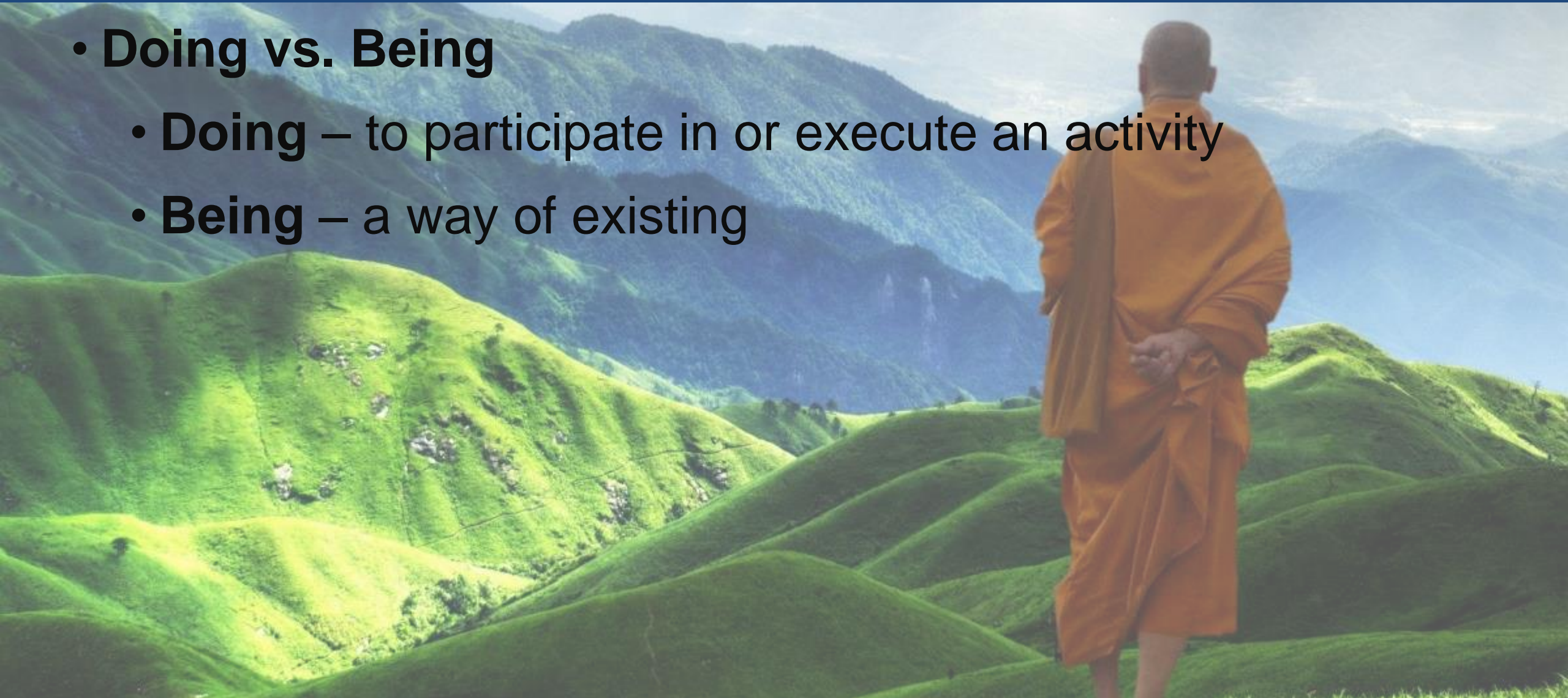
“In today's world of digital disruption, it is not enough for organizations to merely be ‘up-to-date’. They need to be ahead of the curve and embrace the future before it even comes. Forward thinking, risk-taking, staying on the offense of decision making, and being resilient to always think bigger of what is possible will be the organizations who are leaders in the global industries.”

- *Excelling on a digital transformation journey - A field guide that will help you define your success*



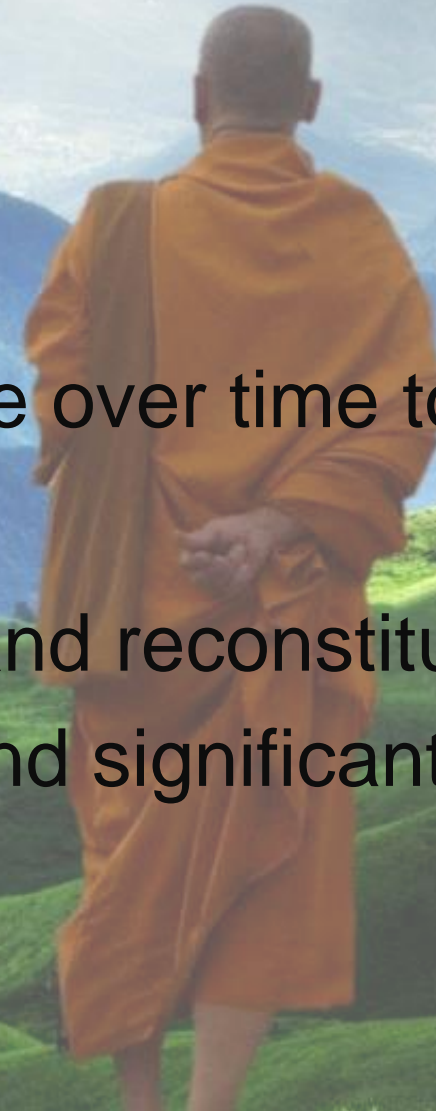
Defining Terms

- **Doing vs. Being**
 - **Doing** – to participate in or execute an activity
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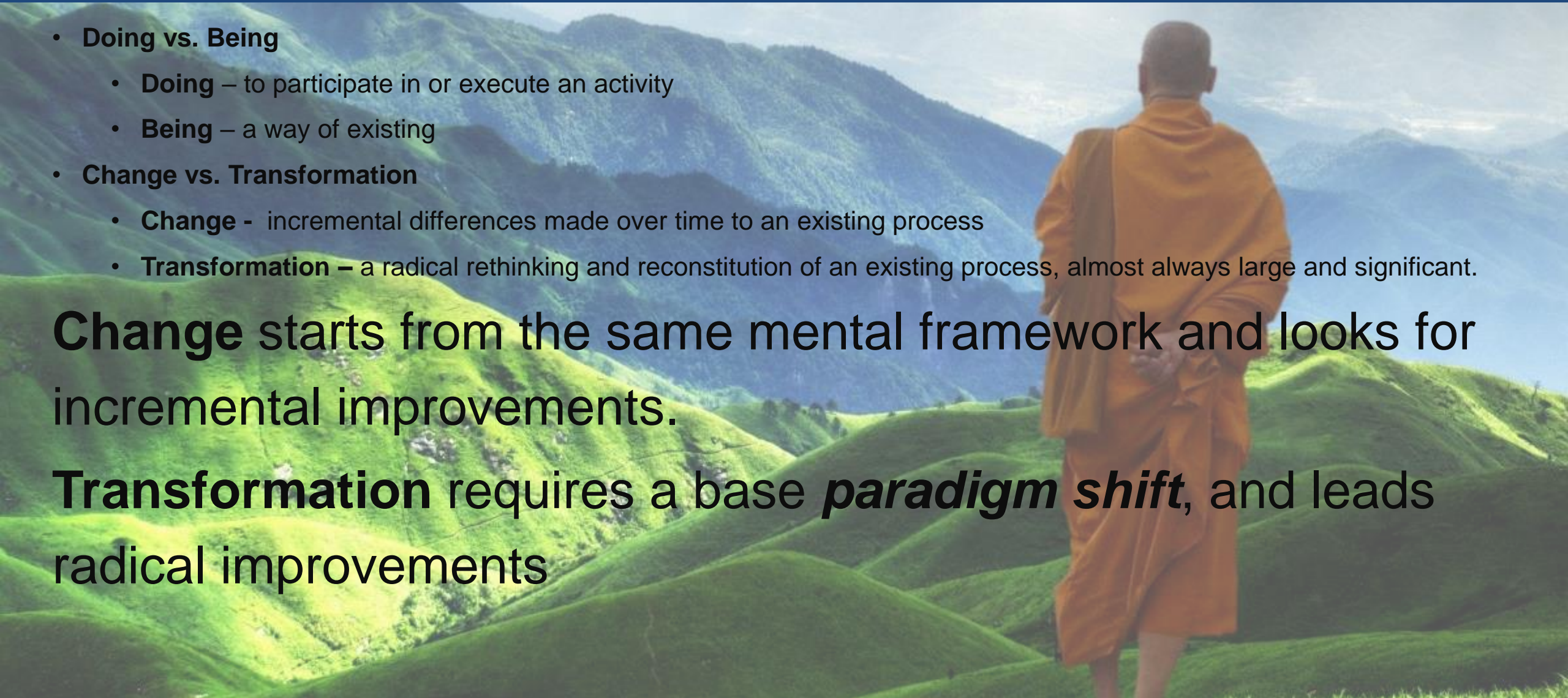


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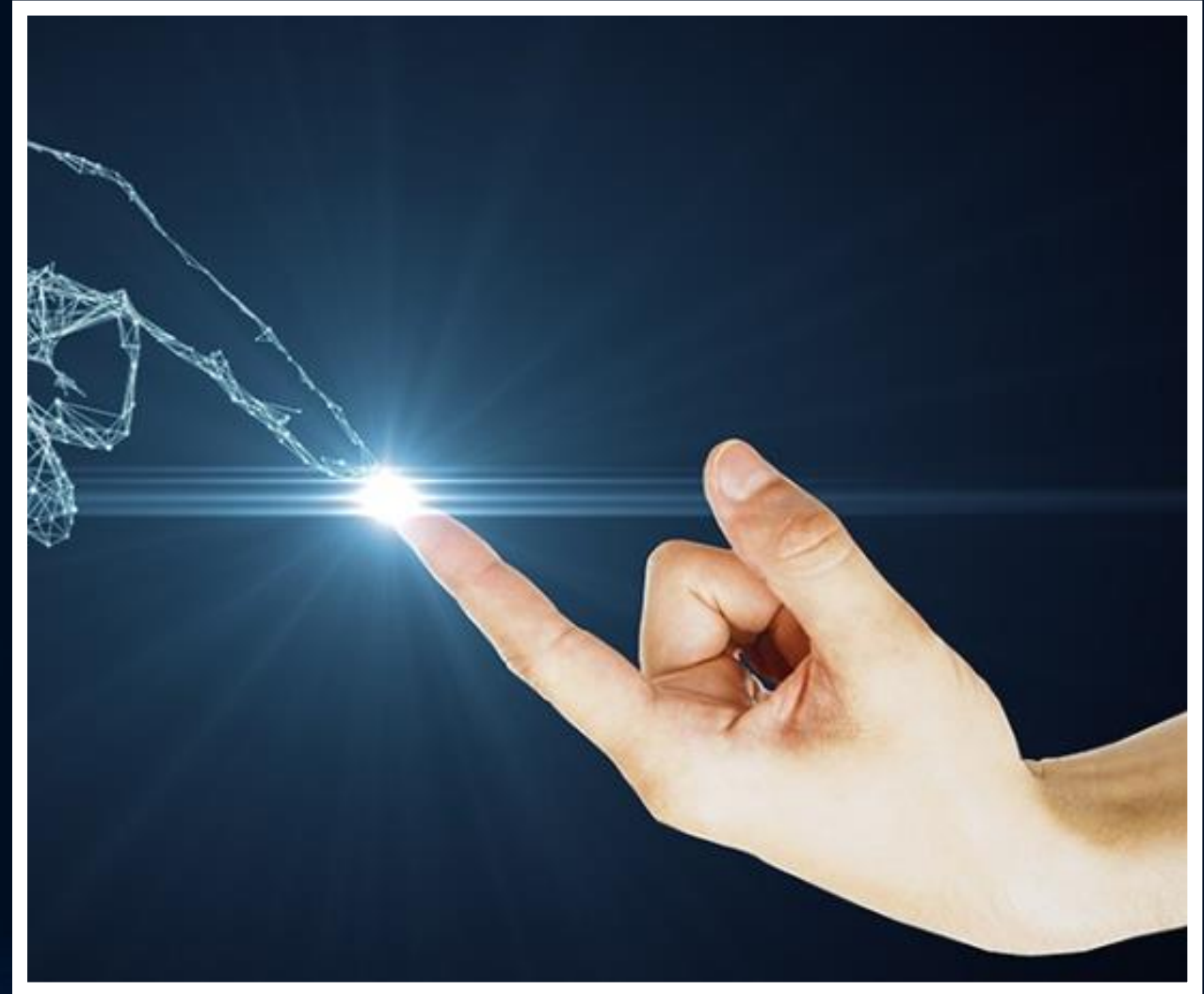
Change starts from the same mental framework and looks for incremental improvements.

Transformation requires a base *paradigm shift*, and leads radical improvements



How to “Transform” by “Being”

- Embrace a Paradigm Shift
- Have the *clarity* of your *Current State*, AND the *vision* to think BIGGER about the possible for your *Ideal State*
- Democratize, Delegate and Empower *everywhere* you can
- Speed and agility are critical to the future of organizations



The REAL question isn't

“what will happen if we pivot digitally?”

but rather

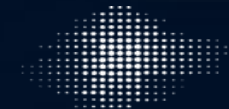
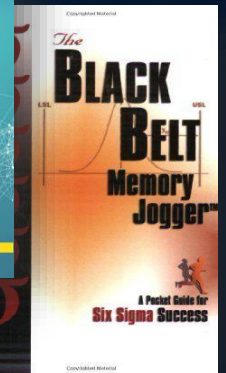
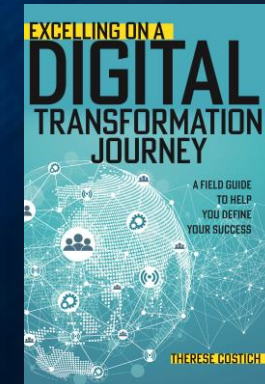
“what will happen if we DON'T?”



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Therese Costich

- President and Managing Partner of The Costich Group
- Has 25+ years experience in Digital Transformation, Lean Six Sigma and Continuous Improvement working for companies including General Electric, Ford Motor, DuPont, Dominion Energies, L3-Harris Corporation, Lenovo, Merck Pharmaceuticals, Bausch & Lomb, Echelon, Salient Management Company and Syracuse University
- Uses her expertise in operational excellence, business analytics and digital transformation to guide organizations to be leaders in their industry while sustaining continuous improvement and transforming their businesses to world class
- Author of *Excelling on a Digital Transformation Journey - A Field Guide That Will Help You Define Your Success* (available on Amazon and ASQ.org)
- Co-author and project manager of *The Black Belt Memory Jogger - A Pocket Guide for Six Sigma Success, First Edition*
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