

“Always remember that you are unique,
just like everyone else.”



~ Margaret Mead

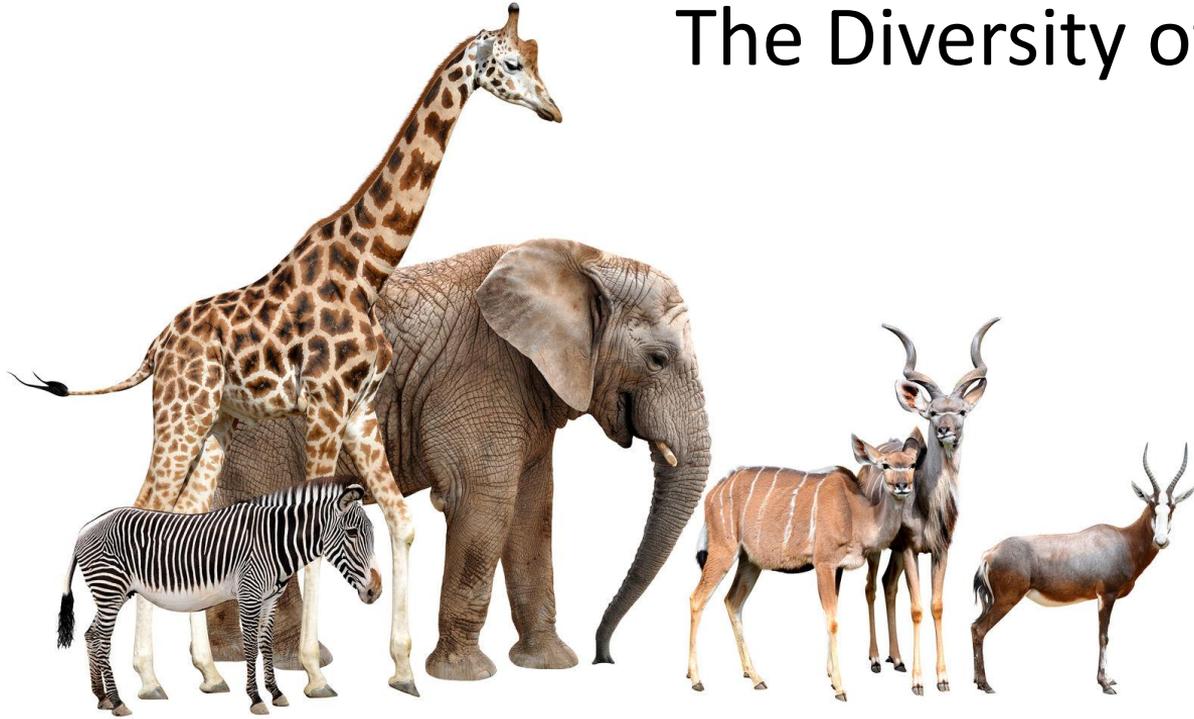
- Would anyone care or notice if your program disappeared?
- Do you have processes within your system that could be improved?
- Do you have stakeholders who either care about or have oversight over your performance?
- Do your customers have expectations about what good service looks like?
- Do you spend money?
- Do you create or produce something?

- Are you trying to achieve a goal or result?
- Does your system or process have interdependencies?
- Do you use or manage technology?
- Do you use measures to monitor your performance?
- Do you feel like you are constantly playing “whack a mole”?
- Do you manage a resource—such as forests, cars, water, or roads?

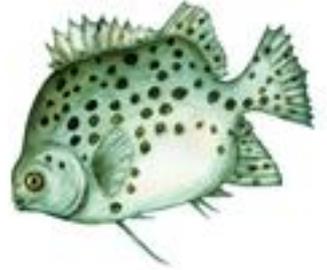
The Animal Kingdom—In All Its Diversity—Is Classified Into Groups: Mammals, Fish, Birds, ETC.



The Diversity of Mammals



Myriad Varieties of Fish



Birds Beyond Imagination





PROJECT



PEOPLE/
SOCIAL SERVICES



POLICY



REGULATORY



RESOURCE MANAGEMENT



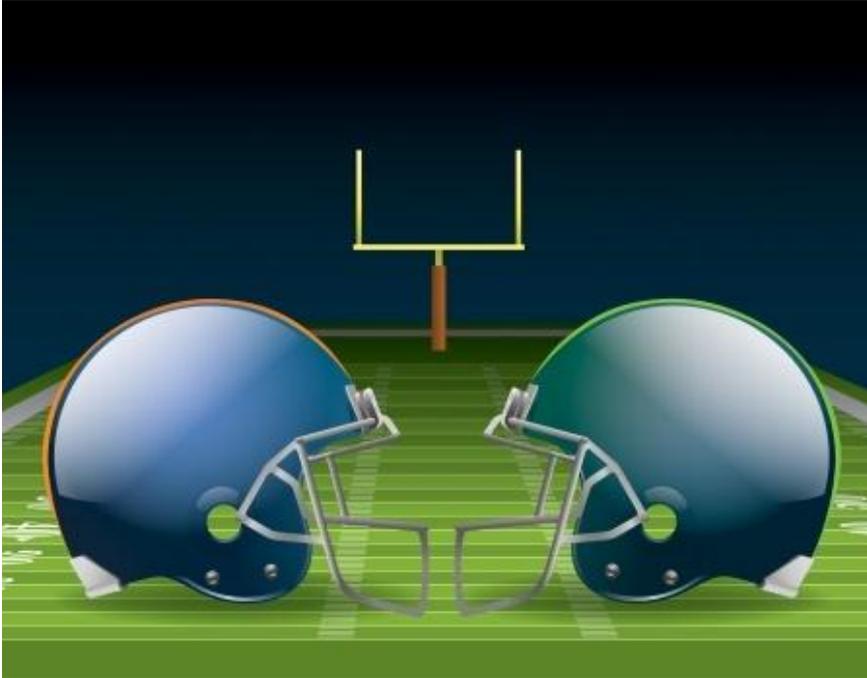
TRANSACTIONAL



INVENTORY/DISTRIBUTION



MARKETING AND OUTREACH



Football Teams
Track Points to
Know if They're
Winning or Not.

What is Your Goal Unit?

Q

=

QUALITY

T

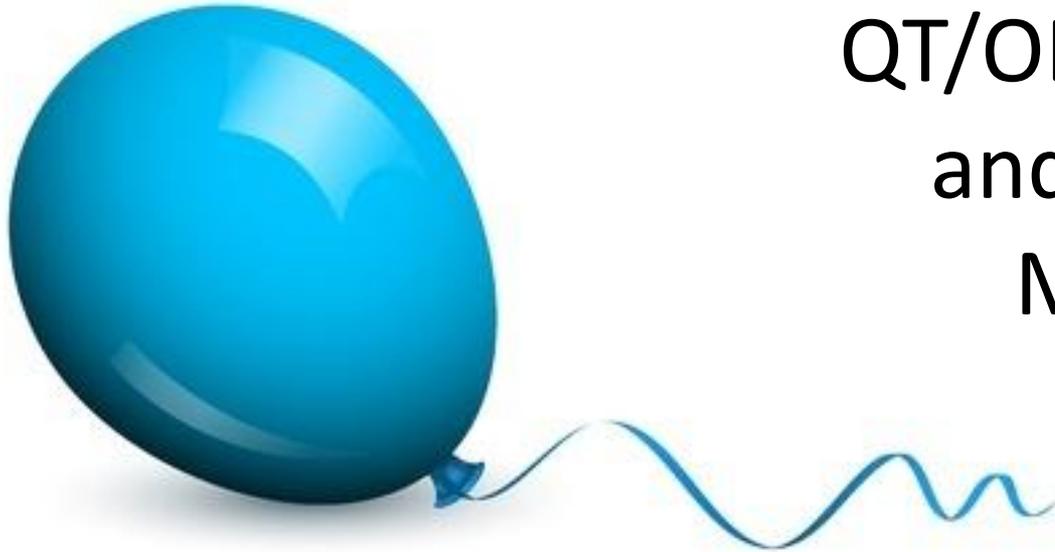
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THROUGHPUT

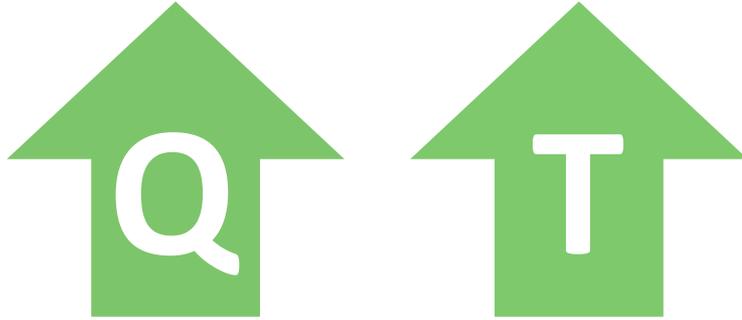
OE

=

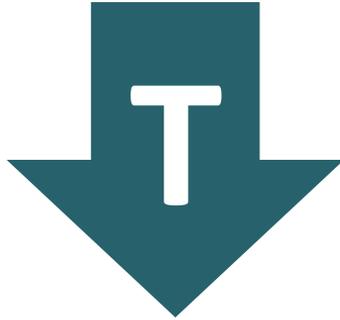
OPERATING EXPENSE



QT/OE is a Checks and Balances Measure



Is This System
Performing
Well?



Is This System
Performing
Well?



Is This System
Performing
Well?

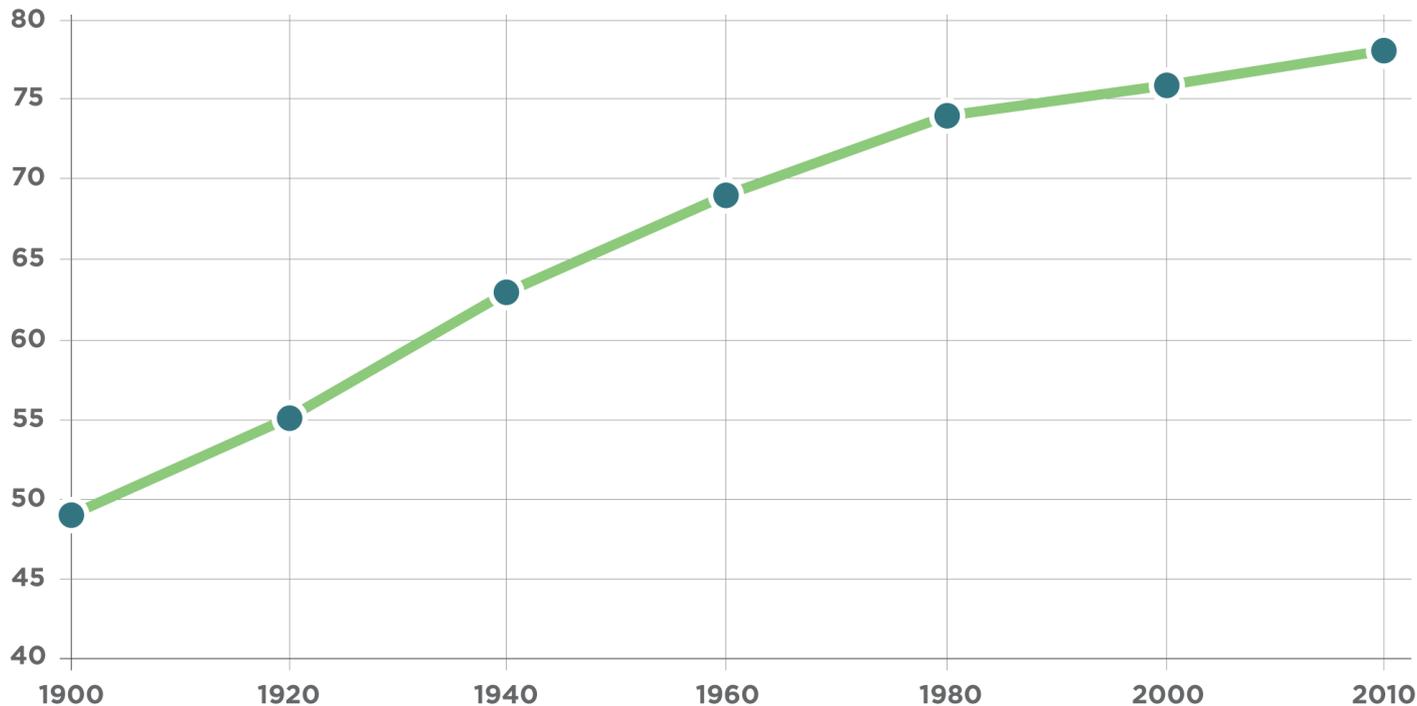


Is This System
Performing
Well?



Life expectancy in the U.S. at Birth

(data pulled from Max Roser (2015) – ‘Life Expectancy’).



Life expectancy according to data compiled by the **Social Security Administration**.



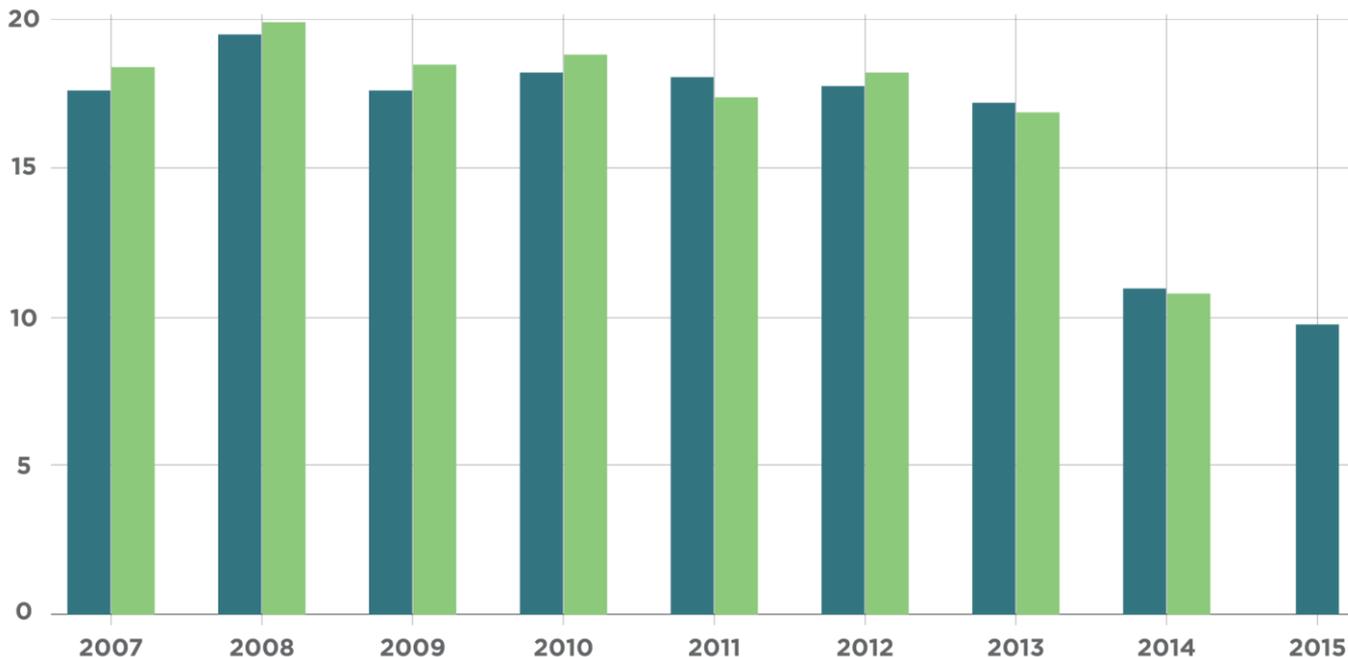
A man reaching age 65 today can expect to live, on average, until age **84.3**

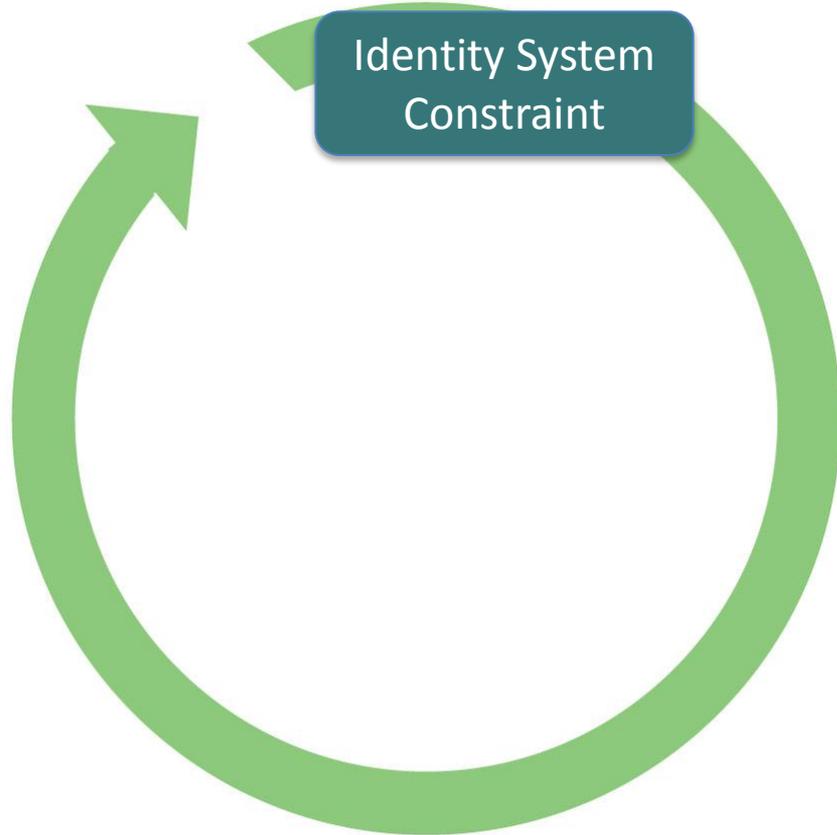


A woman turning age 65 today can expect to live, on average, until age **86.6**

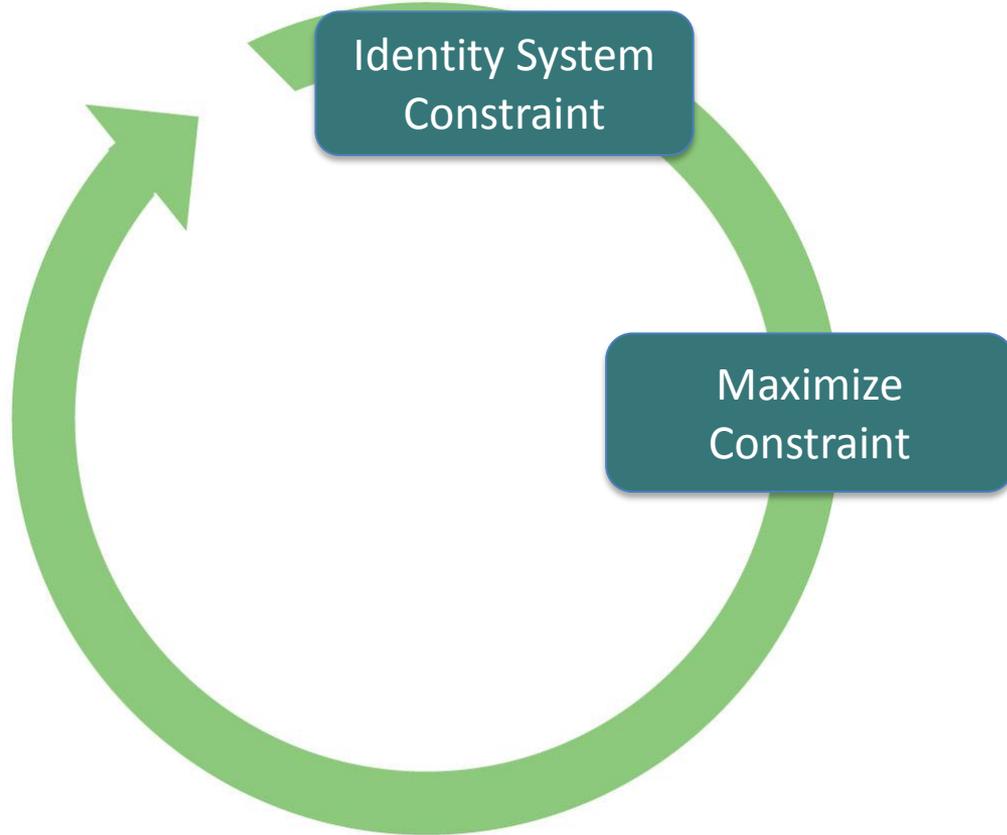
Hours for GOMB to
Build Budget and
Track Legislative
Issues 2007-2015.

-  Budget
Period FTEs
-  Legislative
Session FTEs

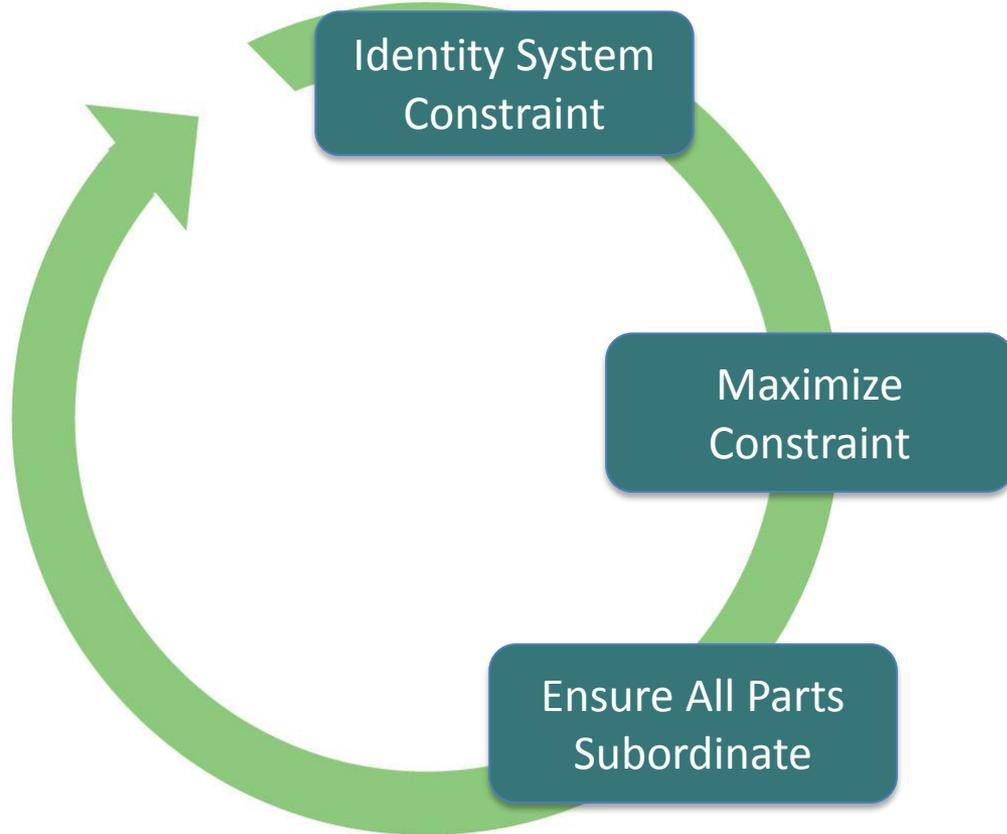




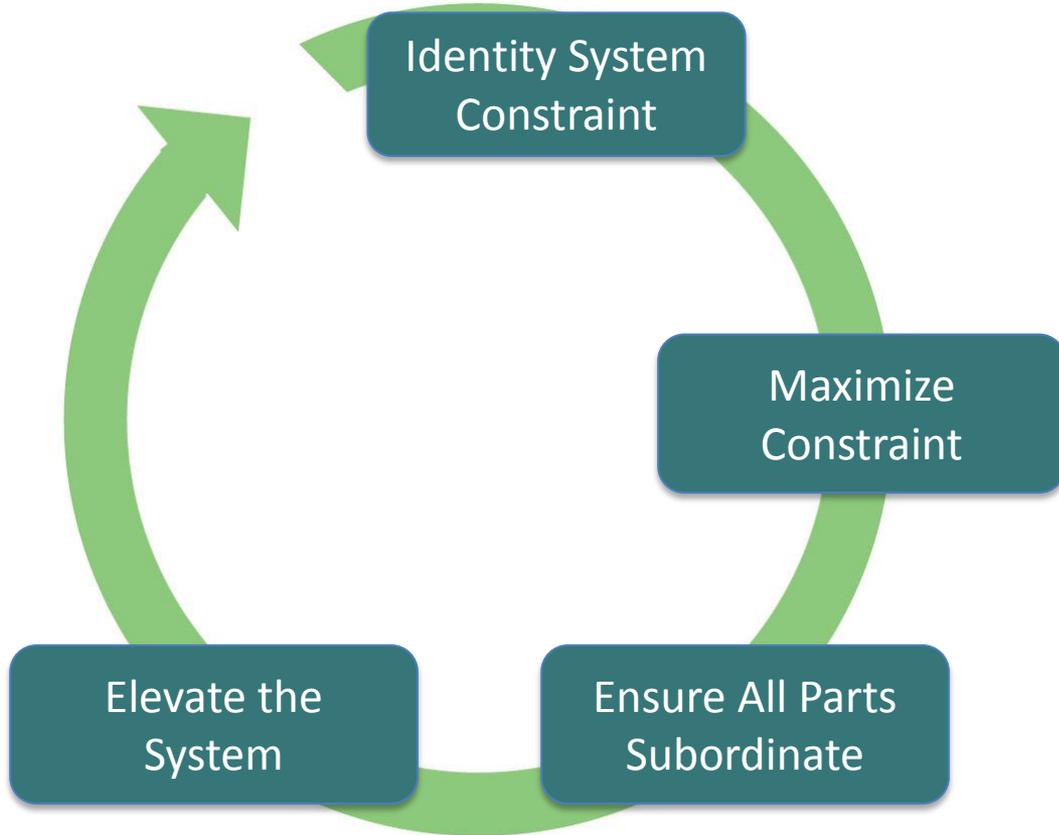
Theory of Constraints Cycle



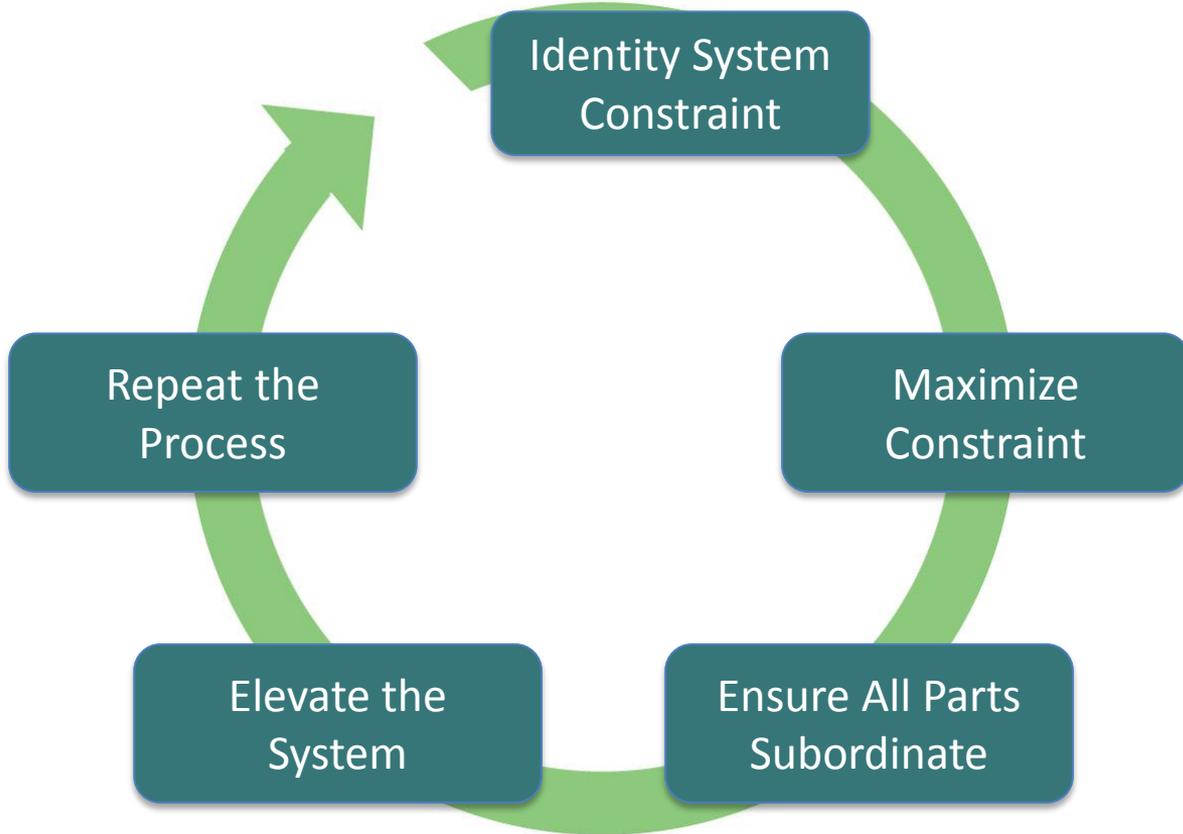
Theory of Constraints Cycle



Theory of Constraints Cycle



Theory of Constraints Cycle

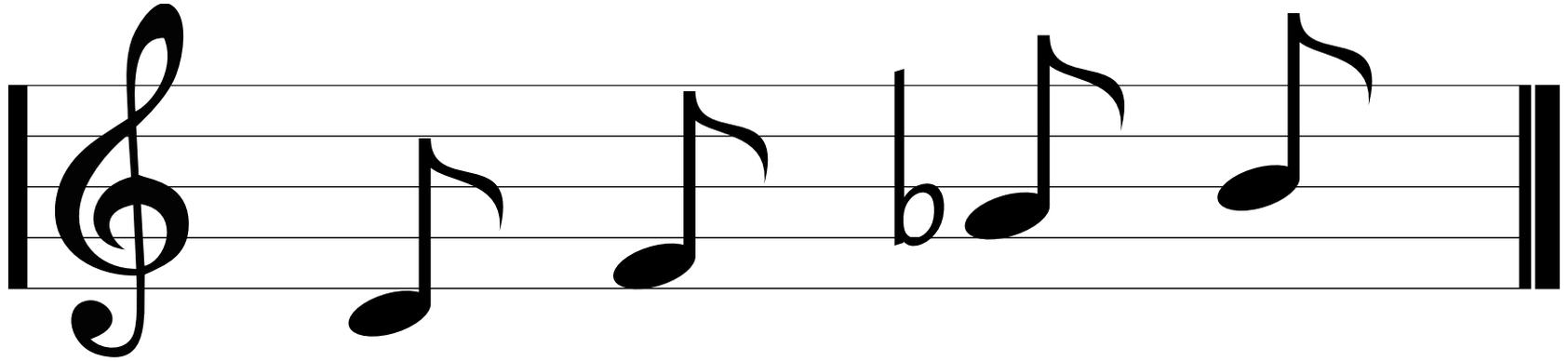


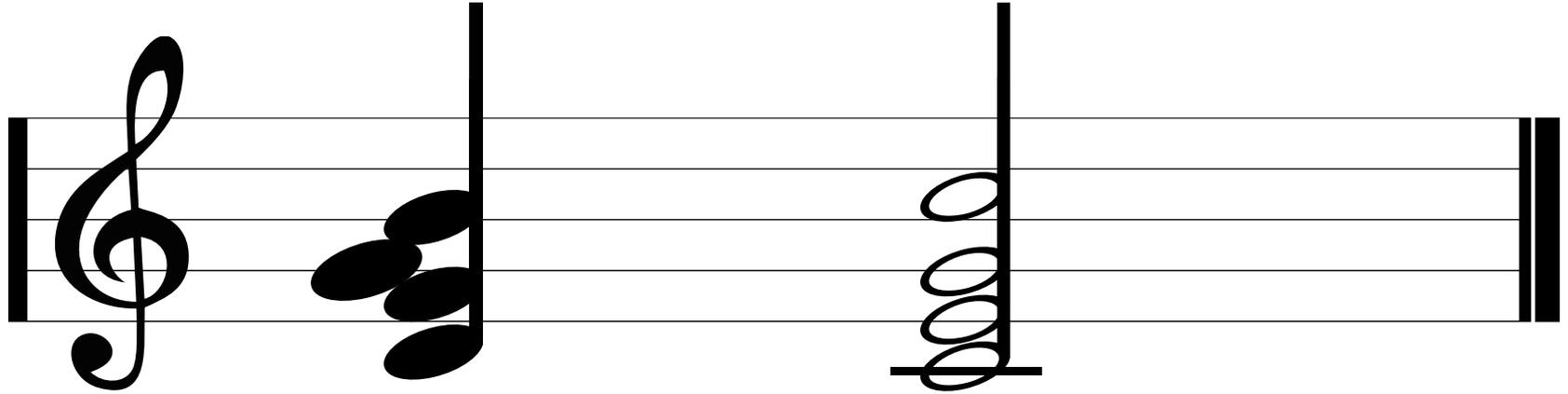
Theory of Constraints Cycle

“Analytical thinking assumes we can study the performance and problems of a system by understanding the performance and problems of each part of the system - how the parts act separately.”

“Systems thinking is the opposite of analytical thinking. It assumes that to understand the performance and problems within a system, we must study how the parts interact, never on how the parts act separately.”

~ Professor Russel Ackoff





Ahhh... harmony!

