

A photograph of three business professionals—a man in a dark suit and blue tie, a woman in a grey blazer, and another woman in a white shirt—shaking hands in a celebratory gesture. They are standing in front of a modern building with a blue glass facade. The image is slightly blurred, giving it a dynamic feel.

Value management

Value creation and preservation for your stakeholders

The experience of many managers regarding risk management?



Many associate risk management with compliance burden



Quite a lot is expected from your management team ...



How do you get this organized as a team?



utilizing everyone's expertise

Managing expectations implies seizing opportunities and managing risks



It asks for dedicating time to work on modifying your internal organization



creating and preserving lasting value

Adjusting requires insights in your relevant stakeholders,
their interests and their power



The key question remains whether your main stakeholders remain enthusiastic about the way you operate



exceeding expectations through timely modifications

Value management enables your team to generate and protect lasting value for your stakeholders



using a common change agenda based on shared choices

What do you primarily mean by 'value', 'success', 'improvement'?

bigger? *greener?* safer?
faster? stronger?
higher returns?
more innovative? *simpler?*
more careful?
more ethical?
more sustainable? cheaper?
shorter? more respectful?
more cost effective? more beautiful? etcetera...

Value management looks at chances for value and threats to value in conjunction



There are many specialists involved with the many opportunities and threats within your organization....



- Public relations
- Human resources
- Legal affairs
- Insurances
- Compliance management
- Customer service
- Finance
- ICT & information security
- Marketing
- Research & development
- Mergers & acquisitions
- Facility management
- Maintenance
- Fraud prevention
- Training & development
- Quality & safety
- Treasury
- CSR
- Risk management
- Controlling
- Continuity management
- Etcetera....

Value management offers you the common platform for aligning all those specialists



Without effective alignment your well-meant internal rules suffocate your colleagues



- *policies*
- *mgt. contracts*
- *charters*
- *guidelines*
- *procedures*
- *protocols*
- *instructions*
- *manuals*
- *working standards*
- *etcetera*

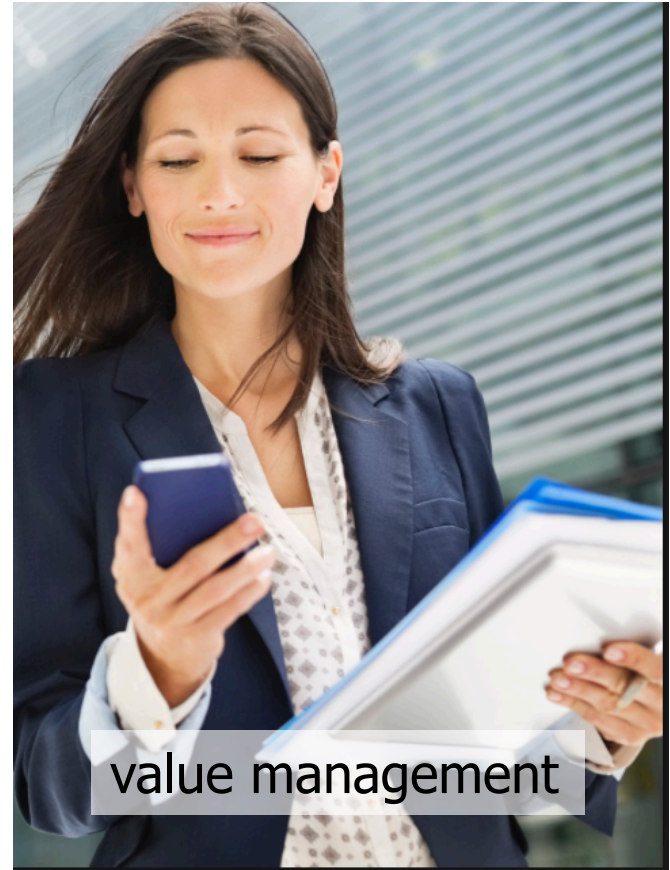
Focusing on the bigger picture helps your colleagues to fight 'functional' compartmentalization



Value management focuses on your customer serving colleagues and not your regulators



risk management

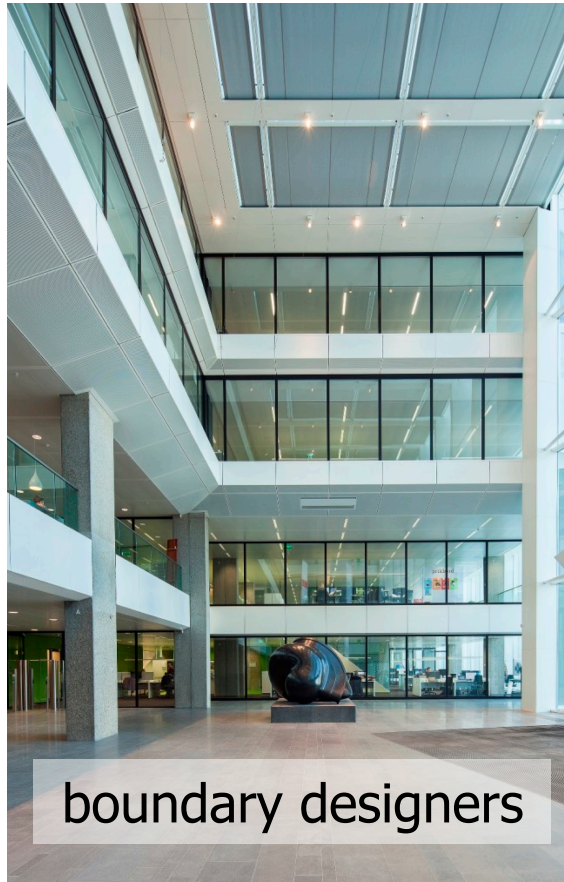


value management

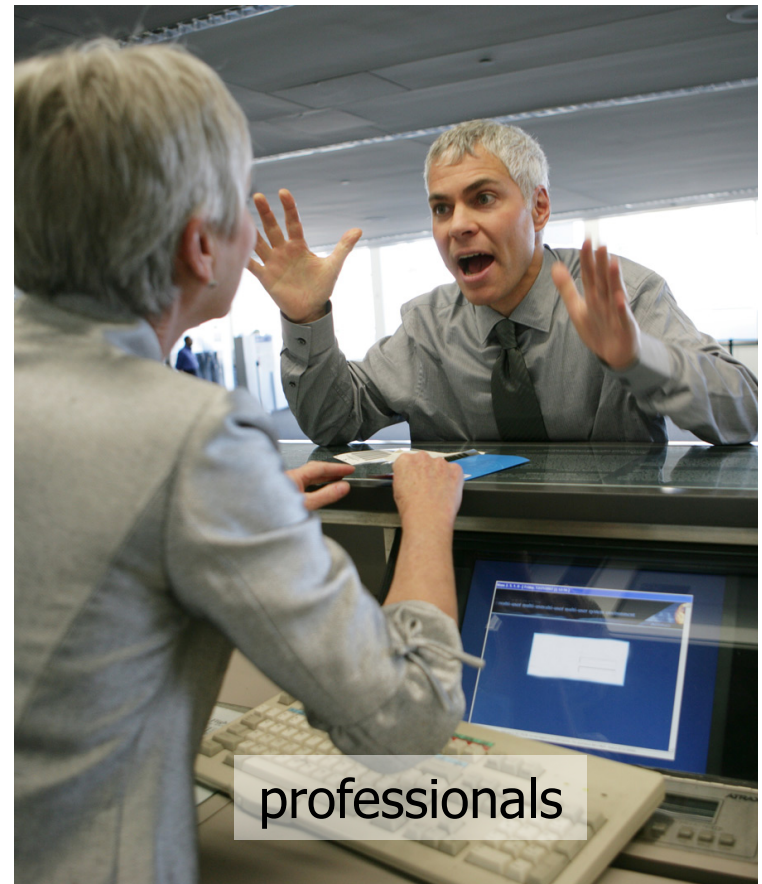
Do your staff functions unburden your client serving colleagues?



Value management helps your head office to actively support value creation for your clients



boundary designers



professionals

It starts with what your vision, mission, strategy and objectives are all about



which targeted value for which stakeholders?

The clearer is the focus on your common goal, the easier are the adjustments of your organization



determining together what you need to improve

You and your colleagues make decisions based on core values; essential to include them in your discussions



Since you don't need to do everything, it is important to clarify the **scope** first



applicable at any level within your organisation:

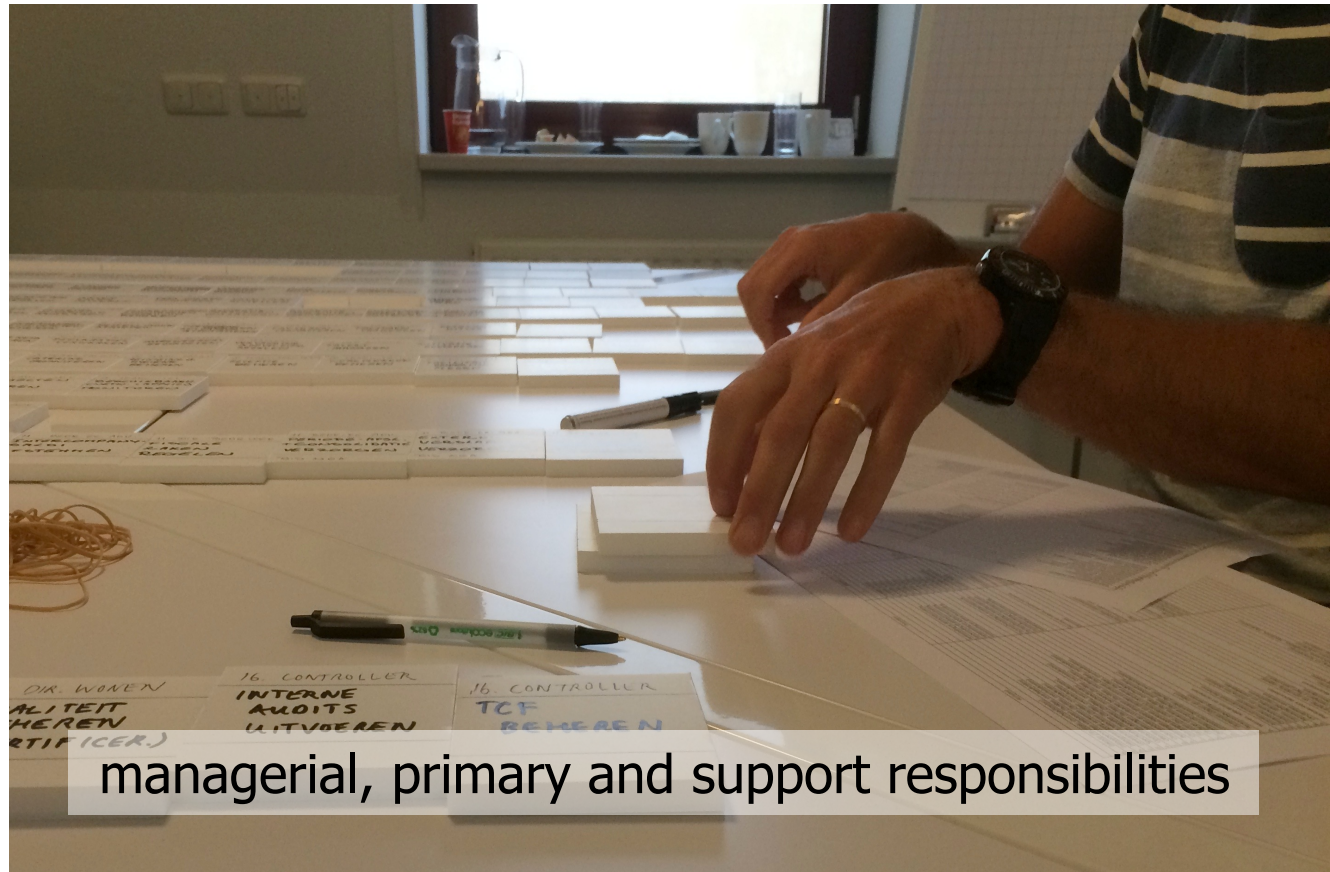
- holding, group
- subsidiary, division
- country, region
- location, area
- department, function
- project, initiative

Overview provides you with insights; hence a **visual** representation of your daily activities comes in very handy



a helicopter view for your management team

A 'map' of all relevant activities constitutes the common playground for your team



managerial, primary and support responsibilities

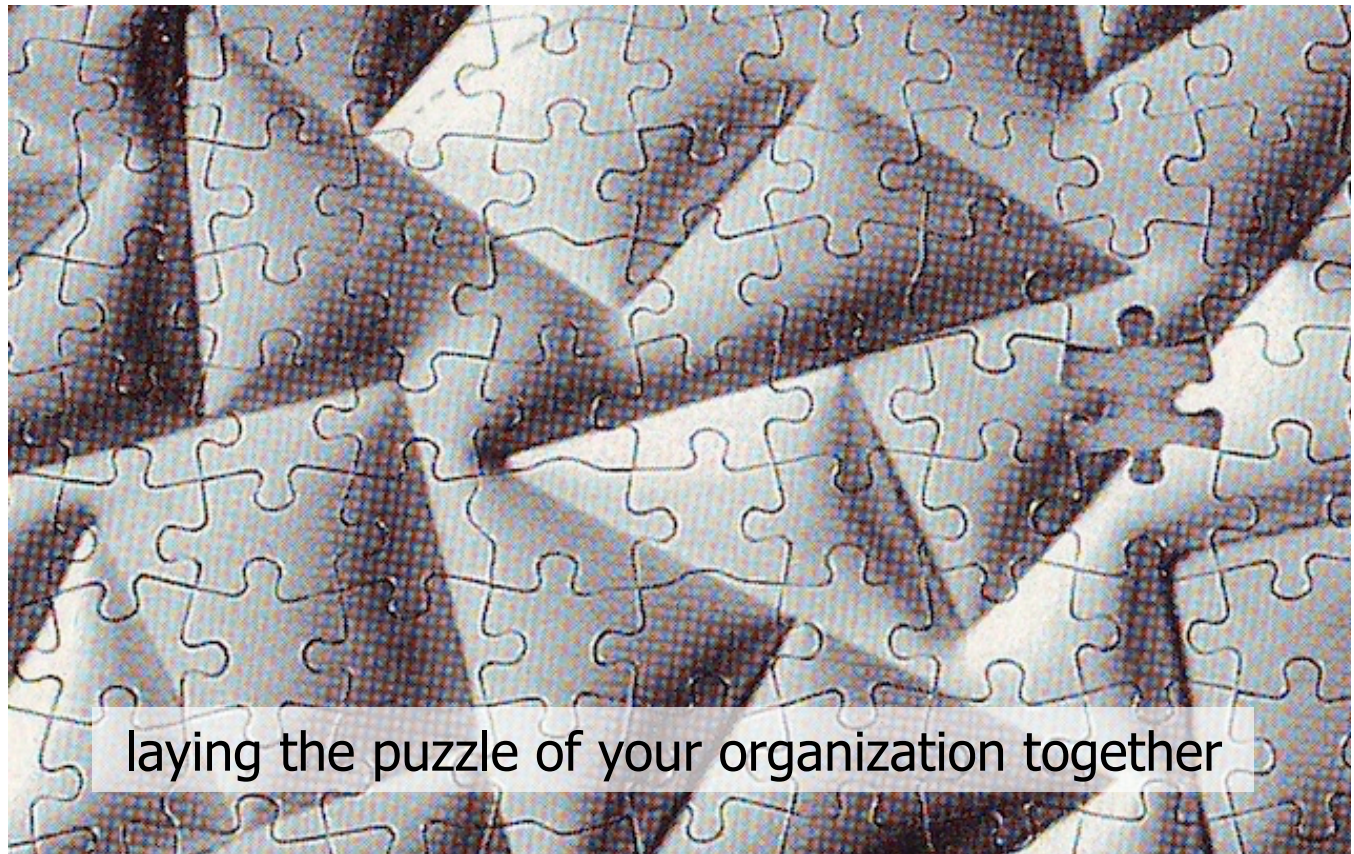
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The overview creates awareness of the mutual dependencies in your daily activities



clarifying the responsibilities by activity

Insight in your colleagues' activities is the basis for understanding their dilemmas



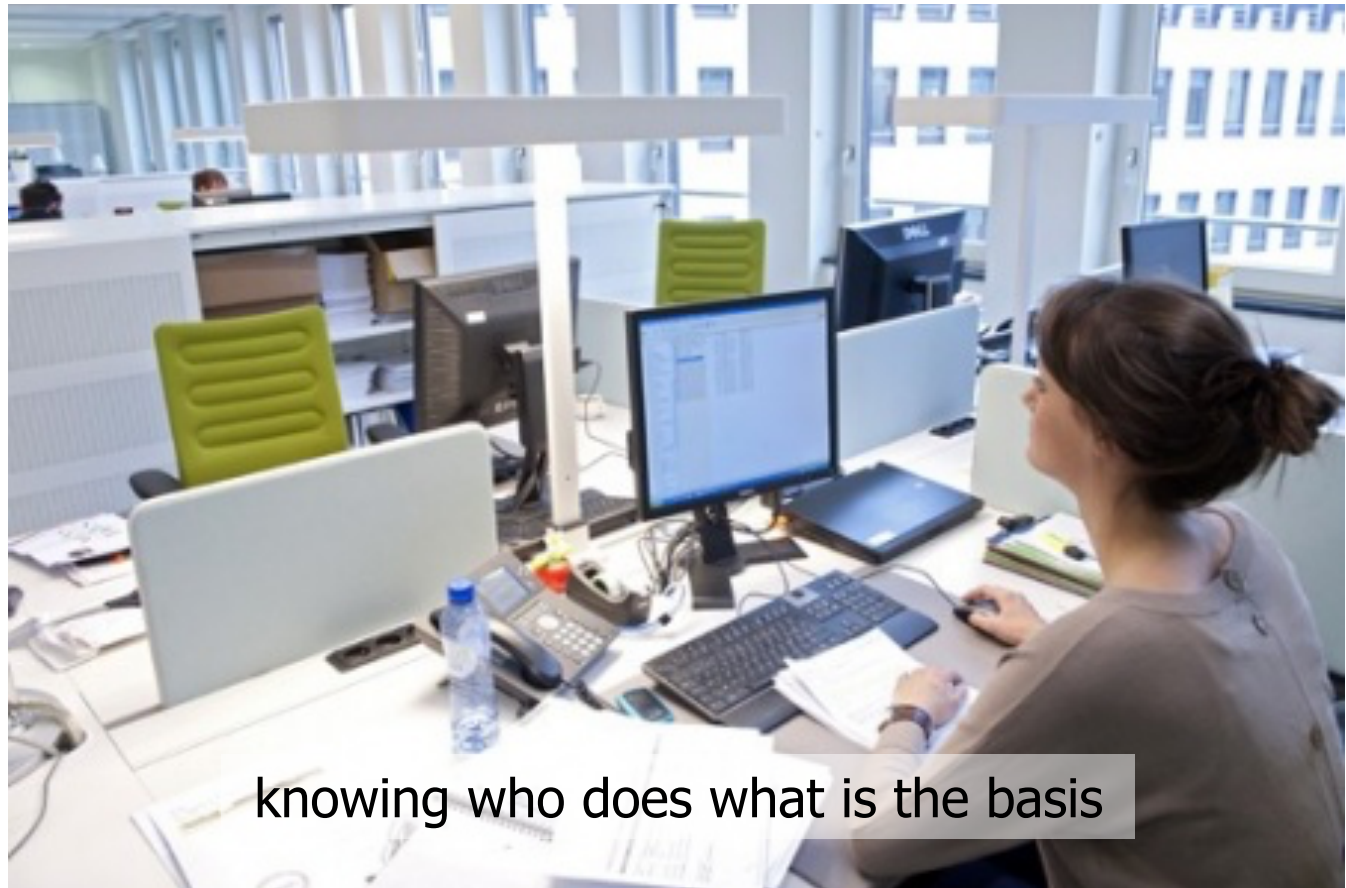
laying the puzzle of your organization together

The 'map' helps your colleagues to analyze their contribution to the clients' experiences



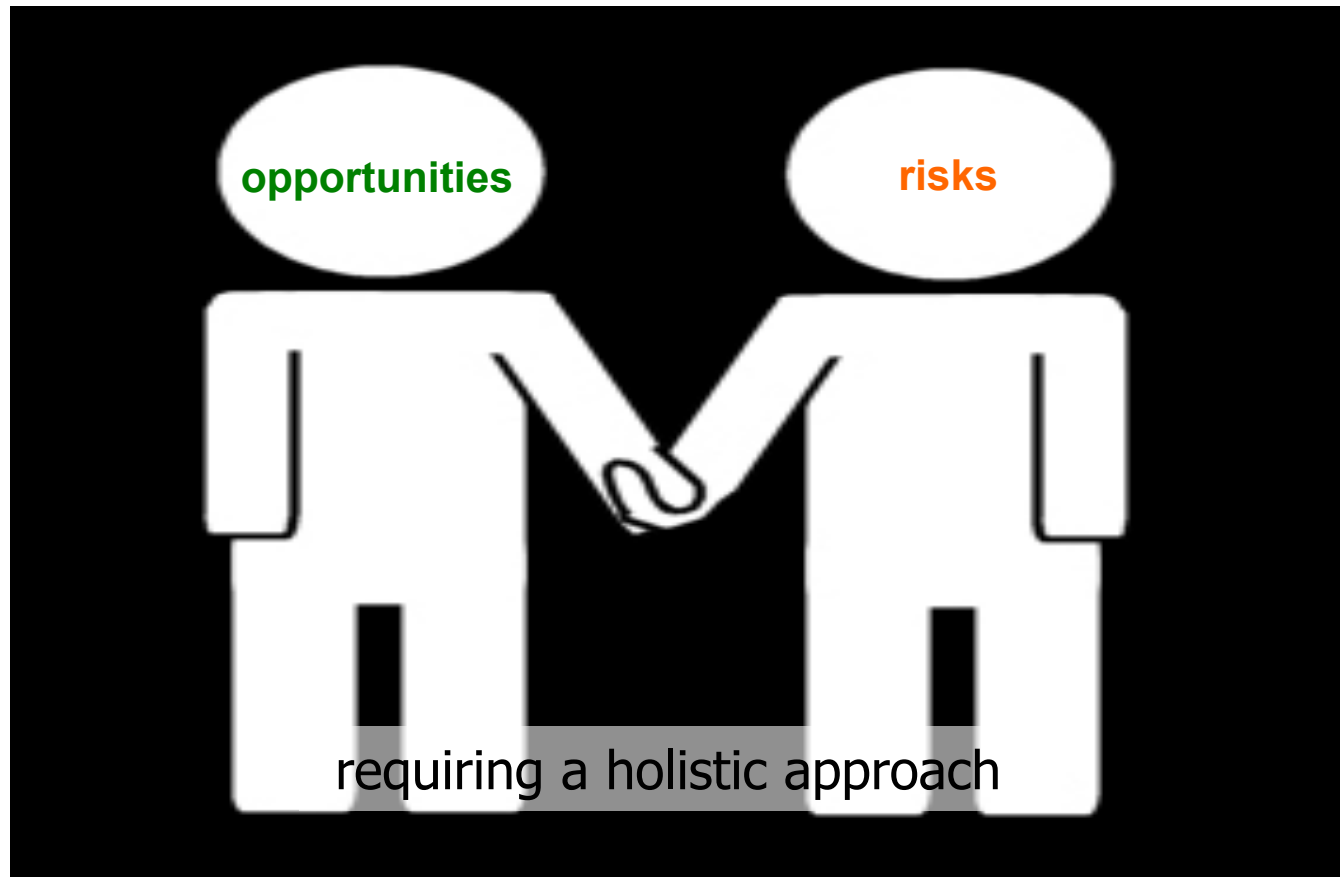
focus on those serving your clients

The true meaning of your opportunities and risks becomes clear in the daily activities

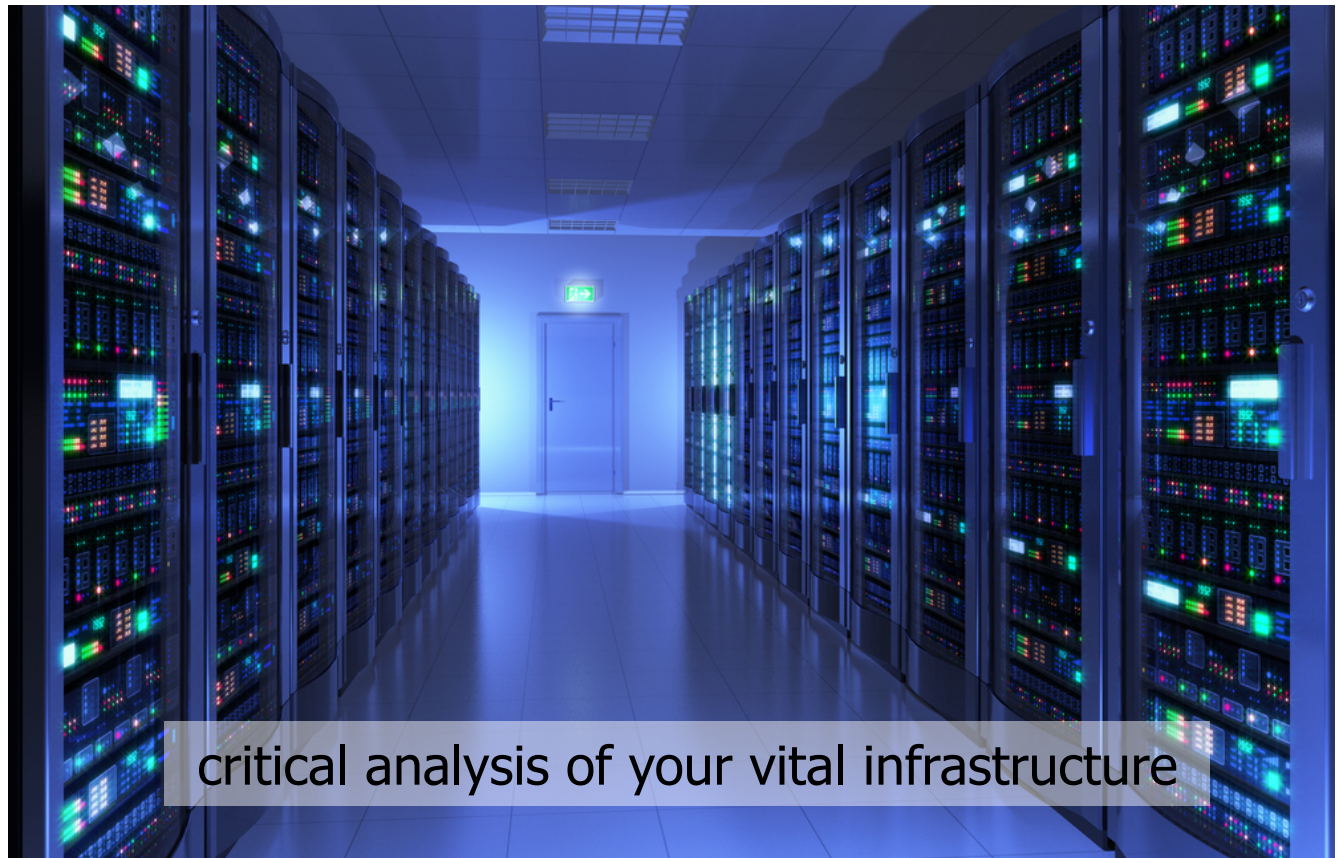


knowing who does what is the basis

Opportunities and risks always go hand in hand,
e.g. a welcome new customer, who doesn't pay



Meeting the expectations asks for a topical insight in the vulnerability of your essential assets



critical analysis of your vital infrastructure

Risks never stand alone: as a decision maker you always have to balance the 'pros' and 'cons'



Every decision is a matter of balance, e.g. stock levels



Do you and your people have access to adequate information for decision making?

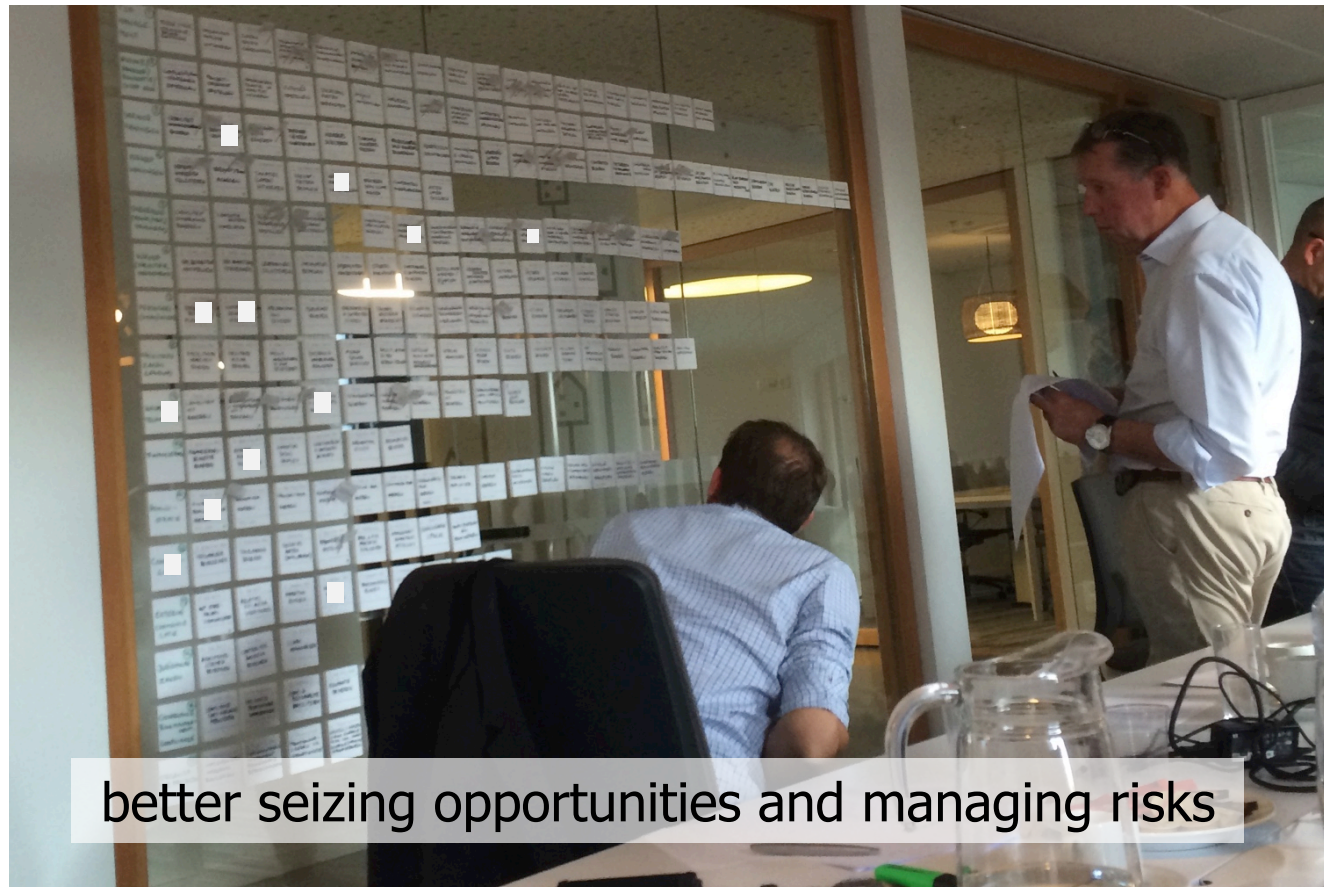


central role of business intelligence

Where you see opportunities and risks depends on your 'spectacles'; know your dominant perspectives



The 'map' is the basis for the identification and prioritization of your specific improvement opportunities

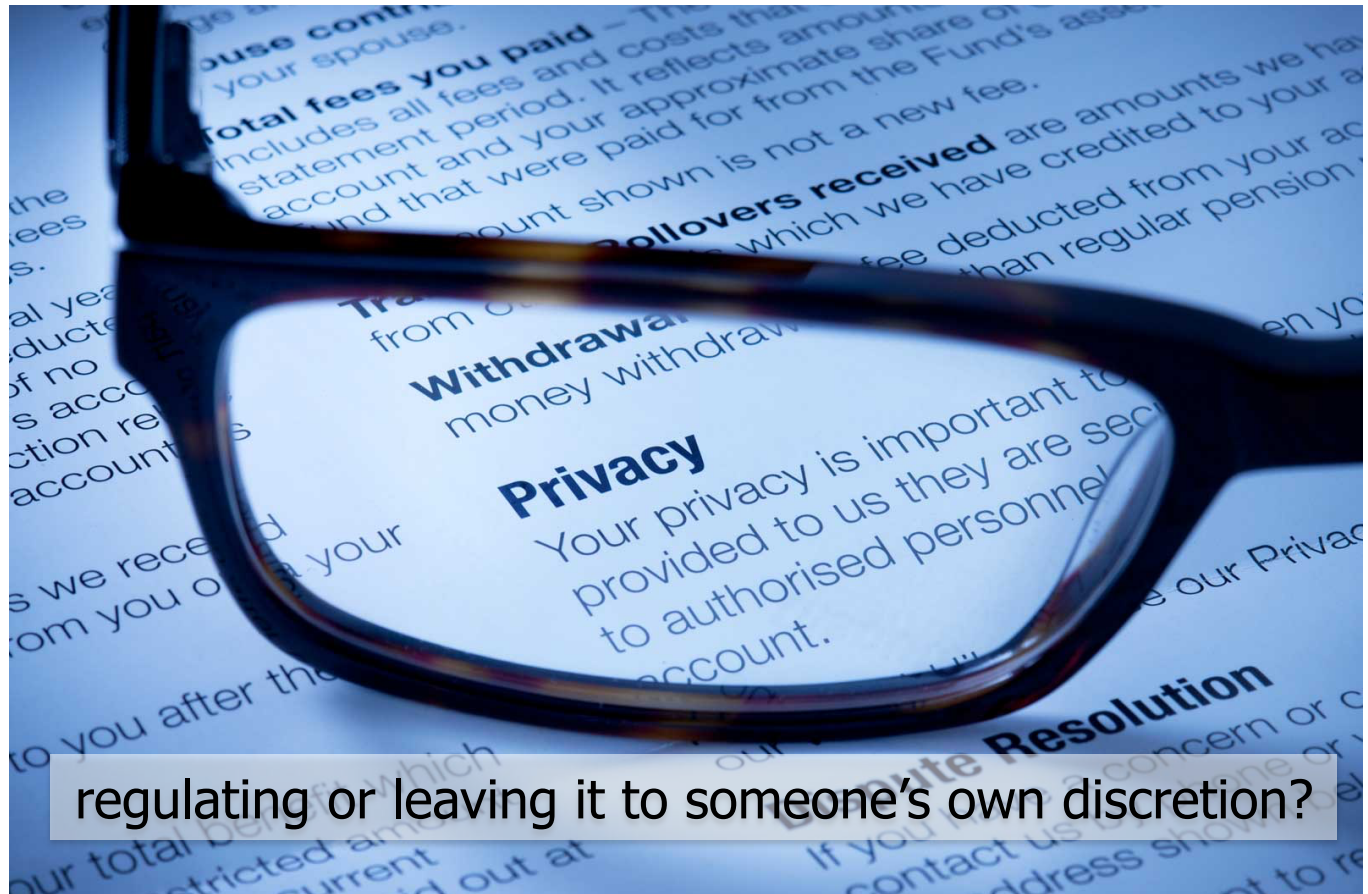


The improvement opportunities can be made visible on the map quite easily

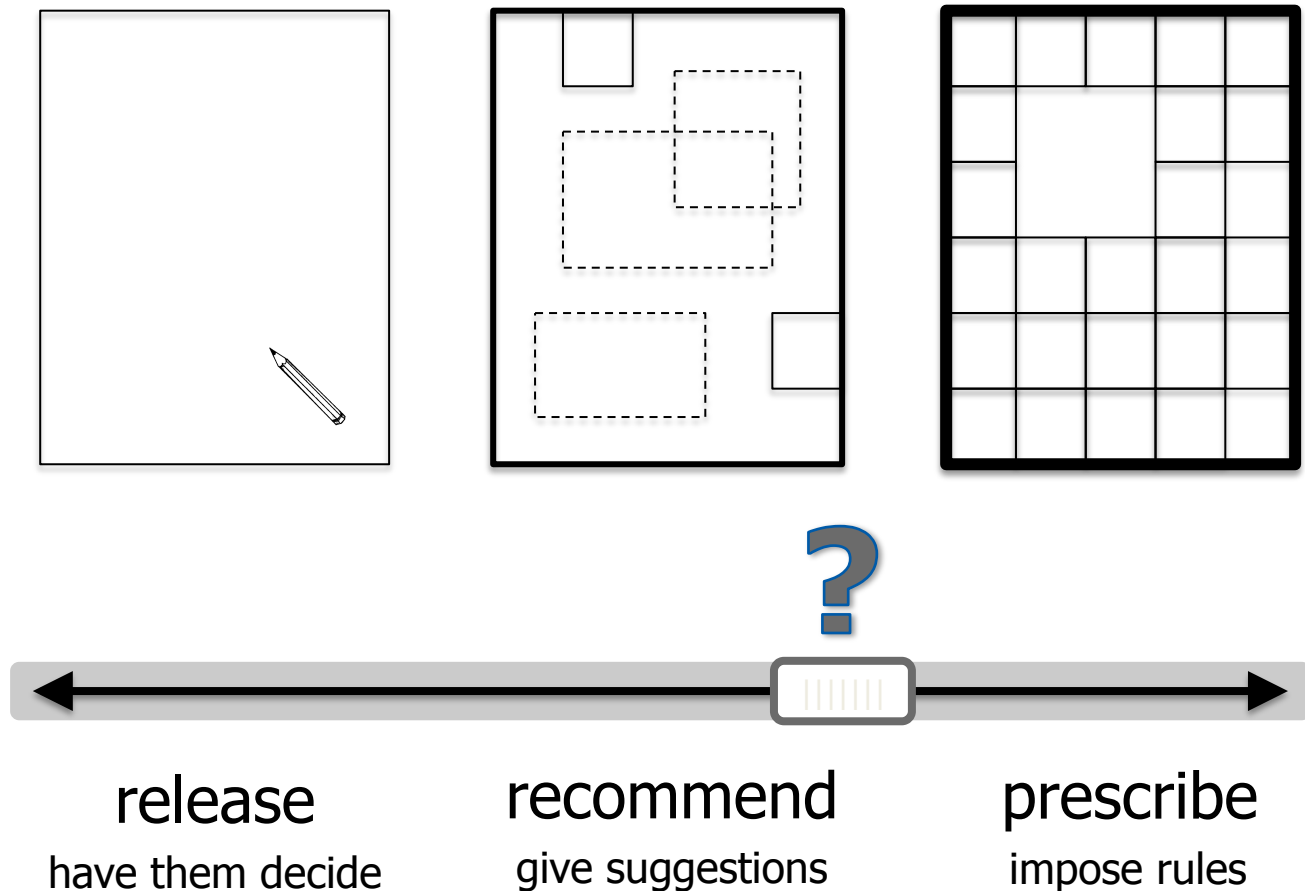


'renovations' aimed at value creation and preservation

You can **build** on your existing policies: your internal appointments about value creation and preservation



Value management helps with determining the right frameworks and degrees of freedom

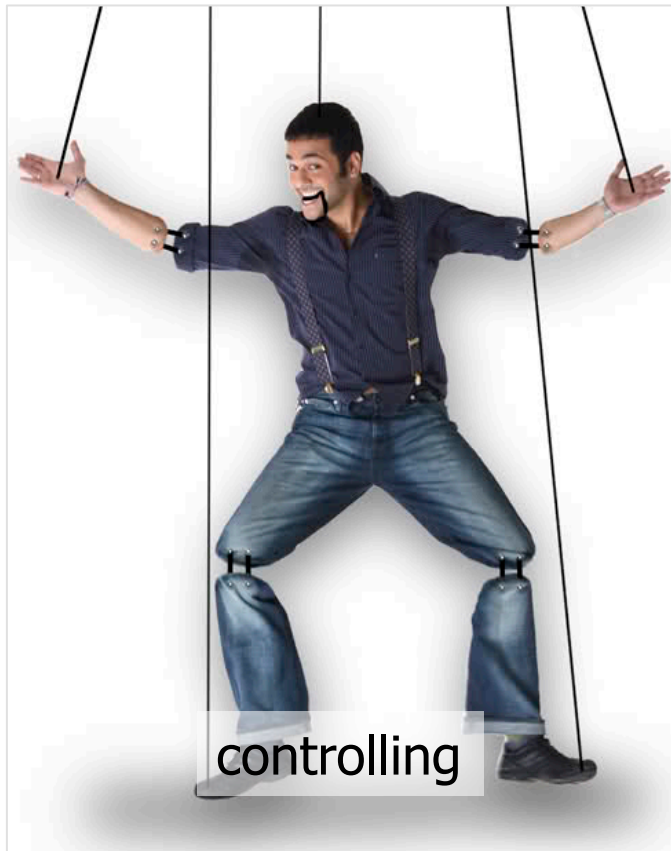


Always design your control measures bearing in mind the perspective of your client serving colleagues



value management in the workplace

Mandate is about finding the right balance between control and trust



The quality of your team's cooperation determines the effectiveness of your transformation process



realizing the scheduled 'renovations' together

Create a work environment in which your people can
safely report unwelcome news



In summary: value creation and preservation is about how your team organizes itself and works together



A photograph of terraced agricultural fields on a hillside, with green grass and stone walls. The text is overlaid on the right side of the image.

Your internal organization in control
Getting in lane for success

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