



SYSTEMS WISDOM

TRANSLATIONAL CONSULTING

CLIENT:

*One of the top 5
Fortune 500 global companies.*

Challenge: To develop a refinery
disaster vulnerability model.

Approach: In order to determine sources
of vulnerability we used a Systems
approach including systems dynamics and
influence diagram models. **Outcome:**
Counter-intuitive discovery that the
leveraging point was in redesigning
the interface between production
planning and tank farm
functions.

CLIENT:

*A multinational manage-
ment top 5 consulting, technology
services and outsourcing company.*

Challenge: To determine the validity of
values (identified from the user community)
proposed to influence the process of process
management activities across a wide range of
organizations. **Approach:** Interactive planning
methodology (idealization). **Outcome:** The
results validated the hypothesis and were
published in the textbook, *Value-
Driven Business Process
Management.*

CLIENT:

*A multicultural residential
center, with a critical three-fold
mission: to maintain a diverse and welcoming
community for scholars from around the world, to
broaden the horizons of its residents through high quality
international arts and humanities programs; and to encour-
age understanding, respect, and cooperation among the people
of all nations. **Challenge:** Operating with a deficit and lack of
infrastructure maintenance renewal fund. **Approach:** Systems
Thinking, Interactive Planning (including mess formulation
and idealized design), market research and focus groups.
Outcome: A new organizational design and a balanced
approach to the three critical missions of the organiza-
tion resulting in financial turnaround and infra-
structure renewal (through enhancing rev-
enues and decreasing expenses).*

CLIENT:

One of the top 5 universities in the Russian Federation.

Challenge: Development of the university's ability to operate in complex international environments and a "Road Map" for the development of joint projects with US and European universities.

Approach: Design Thinking. **Outcome:** Design of a system that would implement the internationalization strategy together with five strategic thrusts and a roadmap for implementation.

CLIENT:

Bureau of Standards within an emerging national economy country. **Challenge:**

Regain confidence of the consumer public. **Approach:** Systems approach in order to apply stakeholder theory and interactive planning methodology. **Outcome:** Design of a completely new networked organization that brought together academia, government and companies that brought back consumer confidence.

CLIENT:

One of the top 5 US News & World Report hospitals. **Challenge:**

To redesign four subsystems (medication use; transportation; environmental services; HR). **Approach:** Systems thinking in order to understand how subsystems related to each other and to the whole system, then interactive planning methodology. **Outcome:** Significant reduction of medication use errors, time to transport patient to family after discharge, bed turn-around time, and significantly improved experience of being a member of the health system.

CLIENT:

90 year old US think tank. **Challenge:**

Threats to viability due to an outdated business model. **Approach:** Complex problem formulation, design thinking, and crowd sourcing. **Outcome:** New strategic plan based on business model innovation, less reliance on donation, and increase in national ranking to Number 1 in the US and Number 2 in the world for think tanks in their budget group.