



*Mission-directed Work Teams*



Mission-directed Work Teams is the only process  
linking front-line employees with Continuous Improvement  
(Each Day – Every Day)

# What is Mission-directed Work Teams?

**Simply put: The Mission-directed Work Teams (MDW) program takes world best-practice to the front line, creating an engaged and efficient team based organization.**

## Aims of the Program

To provide leaders and their teams with skills and tools to:

- Achieve world-class competitiveness through innovation and continuous improvement of Quality, Speed, Cost-effectiveness, Safety and People.
- Establishing business focus, goal alignment and full employee engagement throughout the organization.
- Simplify the management of business objectives through the creation of a visual workplace.
- Create a work climate characterized by teamwork, participation and continuous learning.
- Develop a world-class organization.

## Benefits

This practical, modular program delivers the following results:

- Improved competitiveness through teamwork, innovation and continuous improvement positively impacting the organization's Key Performance Measures (KPIs)
- Immediate, visible improvements in the workplace.
- Leaders and teams are equipped with tools and skills to implement world-best practices.
- Fully engaged teams focused on business objectives, aligned throughout the organization.
- Enhanced teamwork, participation and continuous learning.
- Seamless integration with existing continuous improvement activities.

## Method of Implementation

- An experiential approach to learning is adopted, introducing all leaders to the concepts and tools relating to the program.
- Flexibility and practicality in introducing and implementing the program with leaders and team members based on the needs and requirements of the organization.
- Application of the principles and practices is enhanced through on-site, monthly coaching reviews involving front line teams.

### What you can expect:

- **Engagement and Goal Alignment:** informed and empowered people, throughout the organization, committed to the goals of the enterprise
- **Steady Improvements in Processes:** Safety, Quality, Communication, Throughput and Cost-effectiveness
- **Increased Competitiveness and Profit**
- **A great place to work where people really matter!**

# Mission-directed Work Teams Program Design

MDW is a modular process:

- People modules establish and develop the sense of purpose, engagement and people skills.
- **Process modules provide the tools and techniques for improvement of processes, implementing Lean**



*Mini-business Goal Alignment is the foundation module, it is aimed at establishing the mini-business structure and process; this provides the foundation for engagement, business focus and a culture of continuous improvement.*

*The remaining modules serve as tools to enable the teams to enhance their performance.*

## 1. **Mini-Business Goal Alignment**

Engaging frontline employees and the alignment of goals throughout the organization, through the mini-business structure

## 2. **Visual Workplace 5S**

Making work easy through 5S: Sort & Discard, Shine & Inspect, Signpost & Order, Simplify & Standardize and Sustain

## 3. **Asset Care**

Optimizing asset performance through operator care

## 4. **Engaging Leadership**

Developing the team through empowering leadership and participation – creating a culture of teamwork, participation and continuous learning

## 5. **Lean Workflow**

Improving organizational responsiveness and speed by managing capacity constraints and reducing work-in-progress

## 6. **Coaching for Performance**

Identifying the essential skills and competencies required to attain team goals

## 7. **Quality Assurance**

Implementing a quality-at-source and built-in quality philosophy

## 8. **Value-Driven Service**

Identifying and defining the precise value requirement of the end-customer

## 9. **Process Improvement 7W**

Designing processes for world-class Quality, Speed, Cost-effectiveness, Safety and People while Identifying and eliminating the seven wastes

## 10. **Self-Development**

Gaining insight into ourselves and creating a high achievement culture.

## 11. **Problem Solving.**

Solving problems effectively using a simple structured approach

# Employee Engagement is the key to successful Continuous Improvement efforts

Engagement effect on Key Performance Indicators

- Productivity 21% higher
- Profitability 22% higher
- Safety Incidents 48% lower
- Customer Satisfaction 10% higher
- Defects 41% lower
- Employee turnover 25% - 65% lower
- Absenteeism 37% lower

\*median outcomes between top and bottom quartile teams Gallup

Anyone can buy machines –  
People make the difference.

“People long to work in an organization where they are respected, valued and engaged. Create that culture and you will tap the unlimited potential that employee engagement has to offer.” J. Elliott

*“During the first 12 months of launching Mission-directed Work Teams (MDW) we realized a \$1.8 million dollars savings and had double digit improvements in Safety, People, Quality, Speed and Cost.”* Ed Gumina, Vice-President Operations  
Bridon American



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**Call us for a conversation on how we can assist your organization in its pursuit for continuous improvement and employee engagement.**

*A Sustainable Competitive Advantage*