

A DYNAMICSCON PRESENTATION



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DYNAMICSCON VIRTUAL

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CUSTOMER
ENGAGEMENT

DYNAMICSCON.COM

How to Solve Any Problem in 5 Minutes



Presenter Information



Matt Jarosz

Senior Project Manager
Stoneridge Software

matt.jarosz@stoneridgesoftware.com
[Linkedin.com/in/jaroszmatthew](https://www.linkedin.com/in/jaroszmatthew)



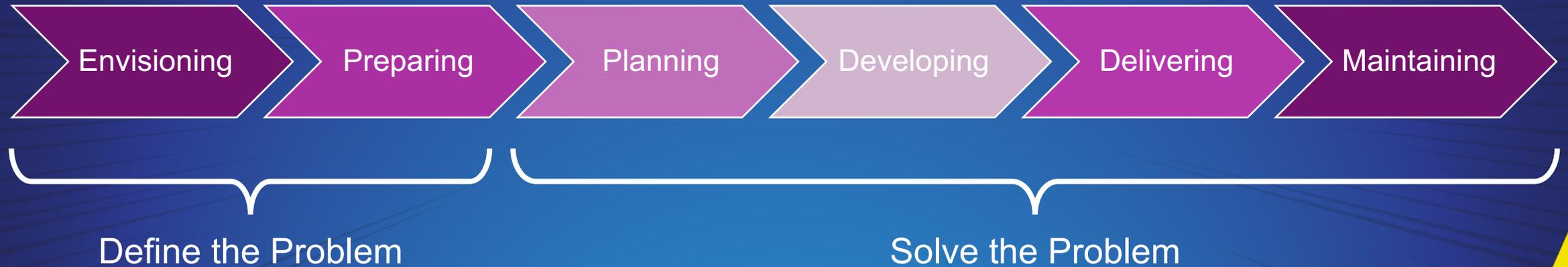
Jonathan Monson

Organizational Change
Management Lead
Stoneridge Software

jonathan.monson@stoneridgesoftware.com
[Linkedin.com/in/monsonjonathan](https://www.linkedin.com/in/monsonjonathan)



Agenda



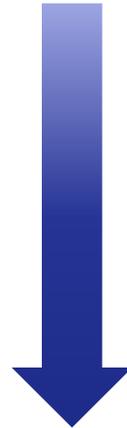
Envisioning Success

Define the Problem



What Counts?

- On Time
- Within Budget
- Complete Scope



INSTALLATION

What Counts?

- On Time
- Within Budget
- Complete Scope

- Business Objectives Met
- Human Objectives Met

INSTALLATION

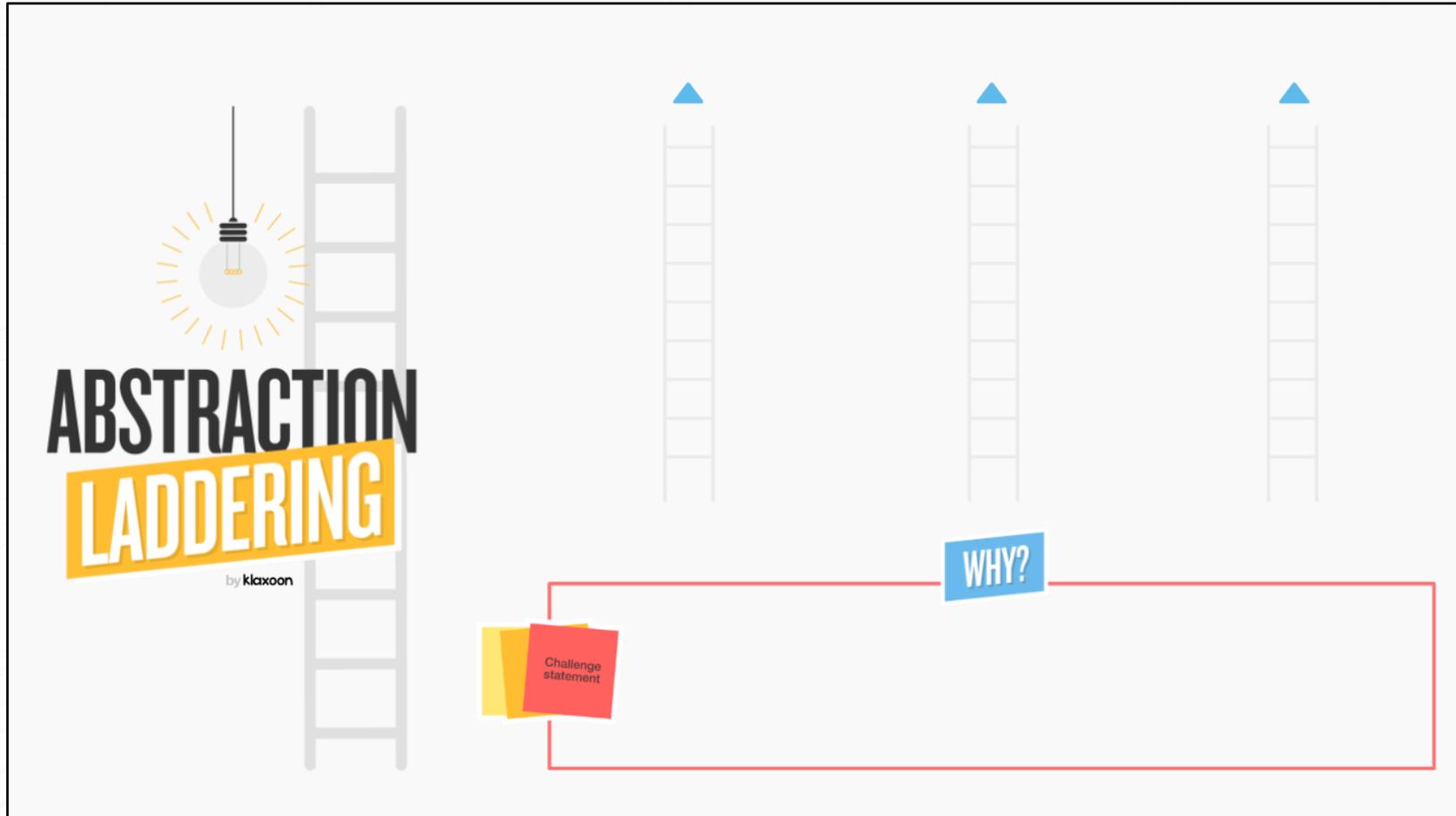
IMPLEMENTATION

What Does It Look Like?



Align Why

What Does It Look Like?



What Does It Look Like?



Align Why



Make it Measurable

What Does It Look Like?

	Operational Metric	Client Metric	Employee Metric	Other
Component of Vision				
Component of Vision				
Component of Vision				

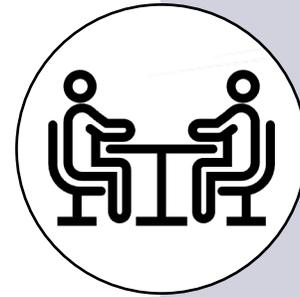
What Does It Look Like?



Align Why



Make it
Measurable



Make it
Meaningful

Preparing for Success

Define the Problem



Prepare your processes using SIPOC

- What is SIPOC?
 - Stands for:
 - Suppliers
 - Inputs
 - Process
 - Outputs
 - Customers
 - A tool to visually show a process broken into components.
 - Originated in the 1980s out of the Total Quality Movement.
 - Can be leveraged to help develop new business processes.
 - Can be used to demonstrate existing processes to new team members.

SIPOC Template

Suppliers	Inputs	Process	Outputs	Customers
Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs	Who receives the outputs?
Supplier 1	Input 1	Step 1	Output 1	Customer 1
Supplier 2	Input 2	Step 2	Output 2	Customer 2
Supplier 3	Input 3	Step 3	Output 3	Customer 3
Supplier 4	Input 4	Step 4	Output 4	Customer 4
Supplier 5	Input 5	Step 5	Output 5	Customer 5

Recommended sequence to complete SIPOC template

5 Suppliers	4 Inputs	1 Process	2 Outputs	3 Customers
Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs	Who receives the outputs?
Supplier 1	Input 1	Step 1	Output 1	Customer 1
Supplier 2	Input 2	Step 2	Output 2	Customer 2
Supplier 3	Input 3	Step 3	Output 3	Customer 3
Supplier 4	Input 4	Step 4	Output 4	Customer 4
Supplier 5	Input 5	Step 5	Output 5	Customer 5

Prepare your Processes – example 1: Brush your teeth

Suppliers	Inputs	Process	Outputs	Customers
Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs	Who receives the outputs?
The store	Toothbrush	Place toothpaste on toothbrush	Clean gums and teeth	You do
Dentist	Toothpaste	Put water on toothbrush	Fresh breath	The people around you
	Water	Brush teeth	A sense of accomplishment	Dentist
	Knowledge of how to brush teeth	Spit out toothpaste		
		Rinse with water		

Prepare your Processes – example 2: Build a knowledge article

Suppliers	Inputs	Process	Outputs	Customers
Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs	Who receives the outputs?
SME for writing a knowledge article	Knowledge of how to create a knowledge article	Go to CS hub	A consumable knowledge article	CS rep
Procedure for writing a knowledge article	Content for the article	Go to article template section	Experience of creating a knowledge article	Team leads
Business Process Owner for supplying content		Click New and select language		managers
		Enter template info		
		Click Save		

Prepare your Processes – example 3: Prepare a kickoff call

Suppliers	Inputs	Process	Outputs	Customers
Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs	Who receives the outputs?
Management	Clear business objectives	Necessary pre-work	Team has knowledge of objectives	The team
SME of running kickoff calls	The necessary tools to achieve the desired work	Create meeting content	Team has tools to do the job	Management
	Appropriately skilled team members	Gather your people	Team has awareness of next steps	Strategic partners
		Have kickoff call	A team fully prepared to achieve X	
		Proceed to next steps		

Plan, Develop, Deliver, and Maintain Success

Solve the Problem



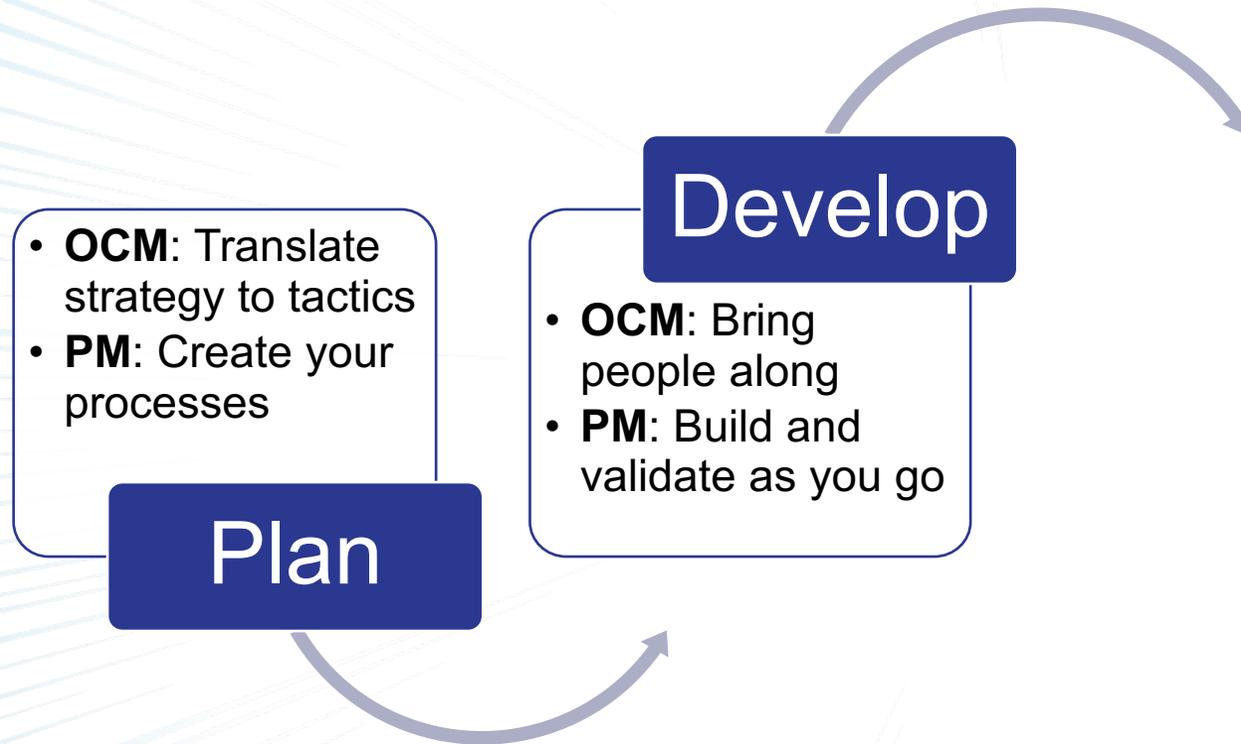
How Do We Implement?

- **OCM:** Translate strategy to tactics
- **PM:** Create your processes

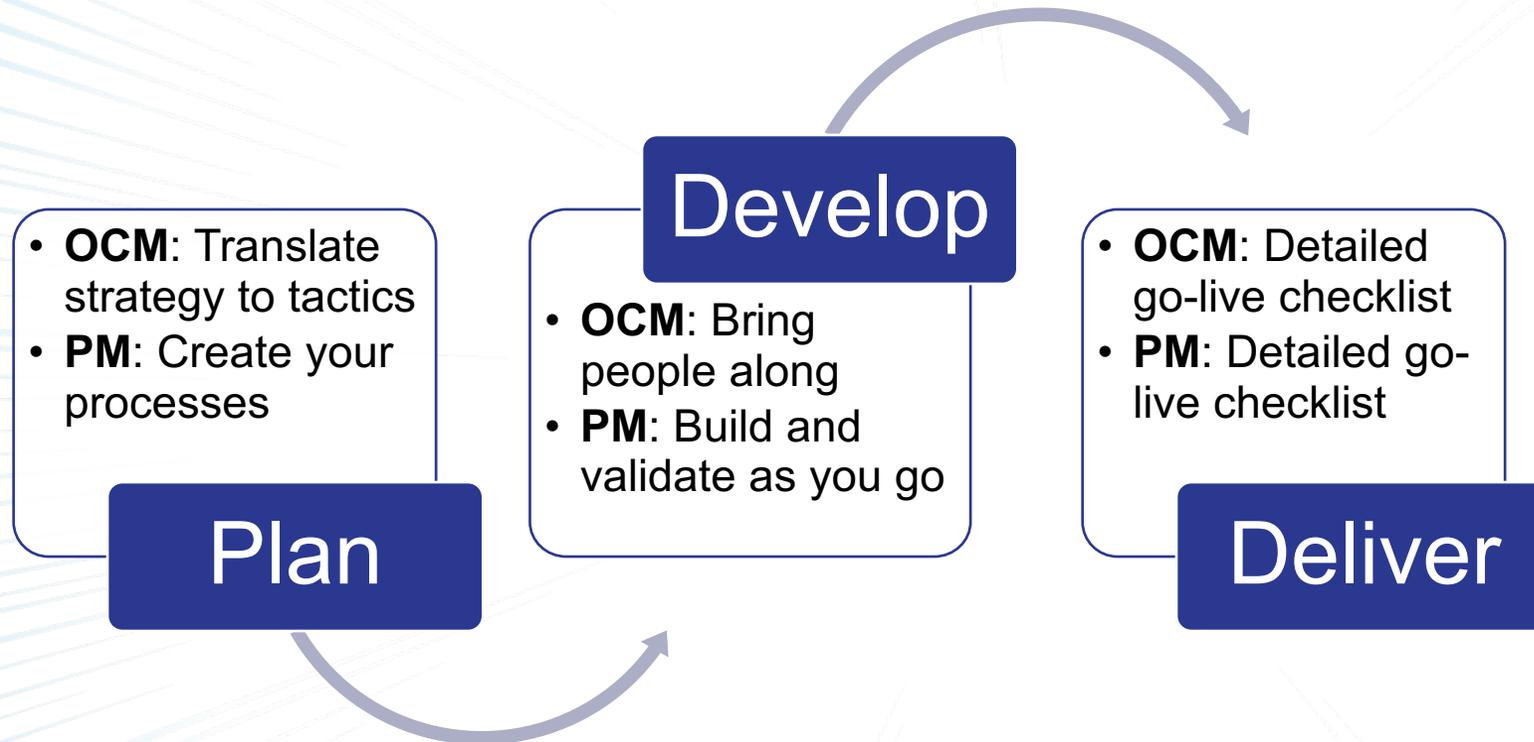
Plan



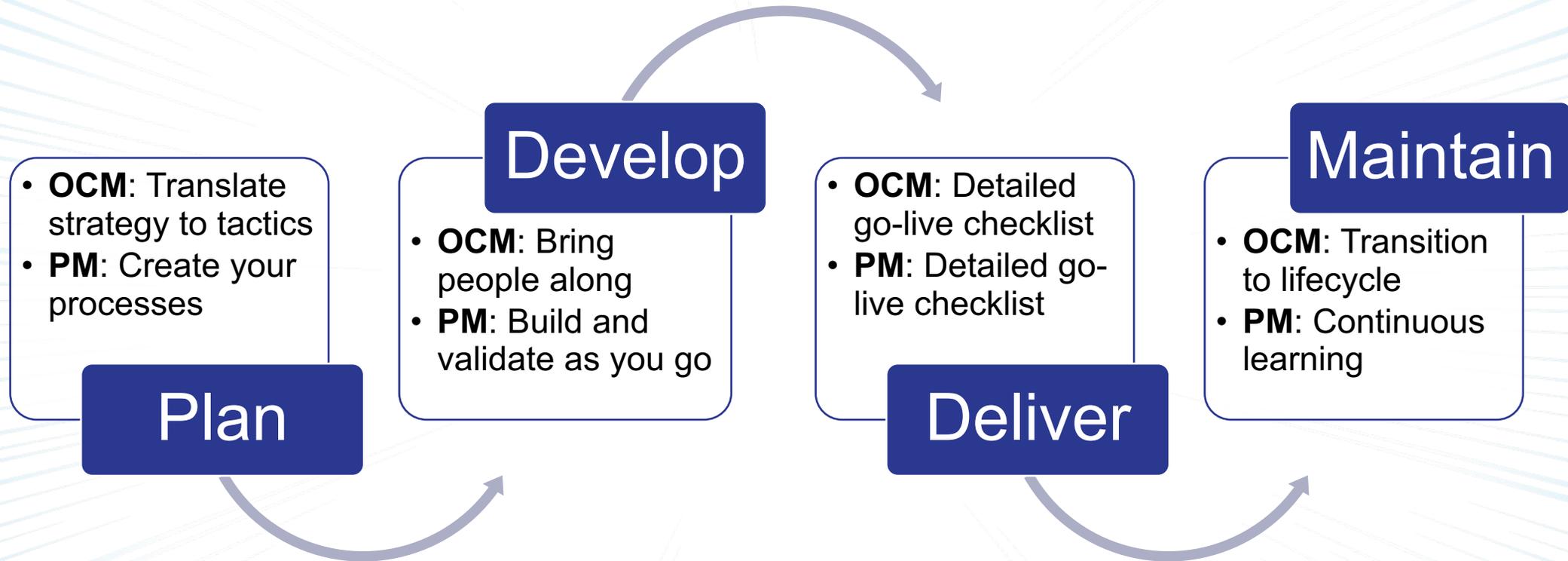
How Do We Implement?



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How Do We Implement?



Final Thoughts



Gather Your
People

Seek an
Expert



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THANK YOU!

