

I can  
see  
where  
we need  
to go



Can you see it  
too? Do we  
want to go  
there?

How do we  
take them?

# **Introduce SC2020 A Seamless, Collaborative, High Performance Supply Chain**

## **29 July 2016**

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See [www.CollaborativeEnquiry.com](http://www.CollaborativeEnquiry.com) or [www.miracompanions.com.au](http://www.miracompanions.com.au)



# SC2020 Program

**The Next Big Step  
for Supply Chain  
Management.**

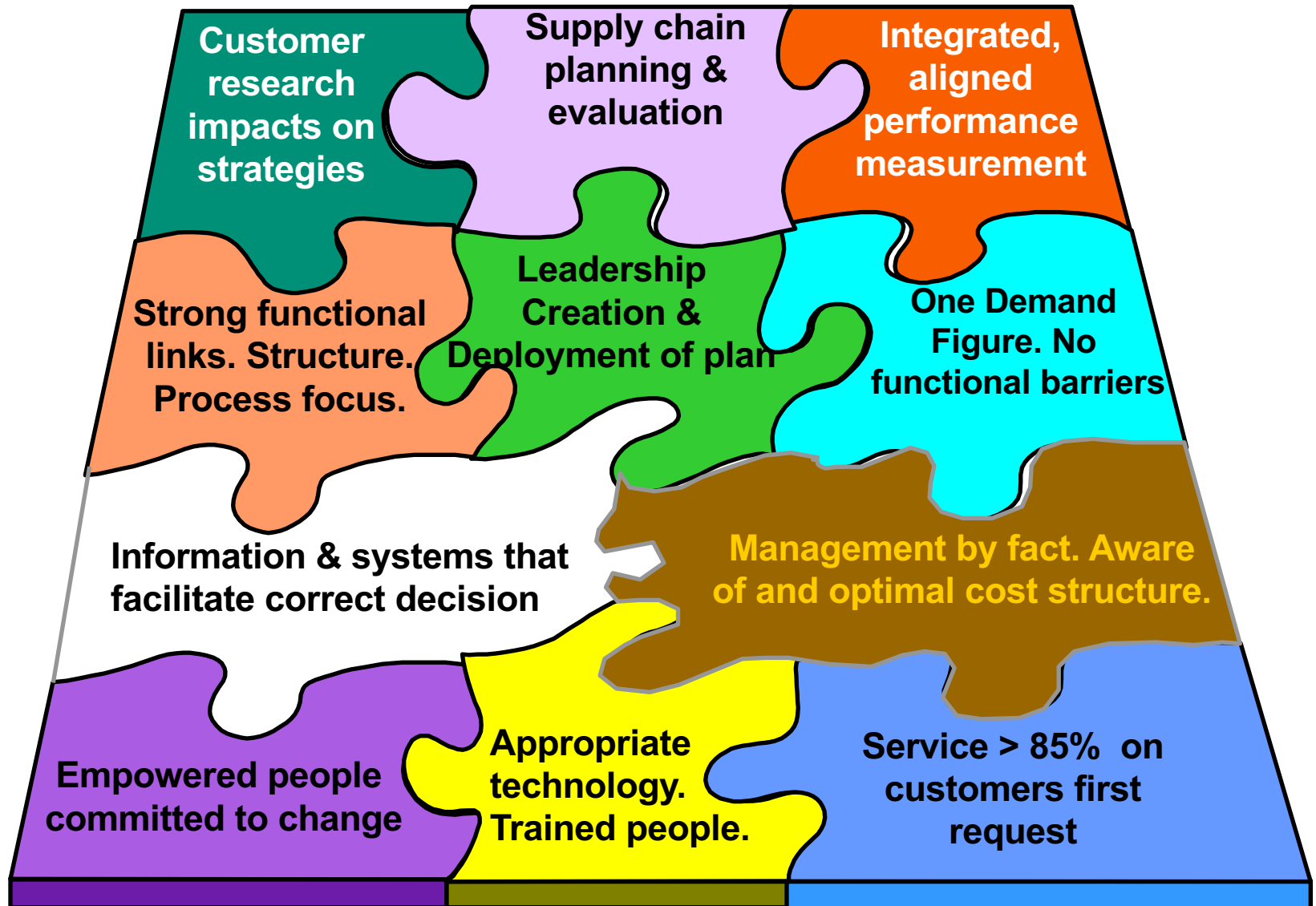
**Seamless &  
Collaborative  
within the  
organisation & with  
external parties.  
Driven by a High  
Performing -  
Emotionally  
Intelligent Team.**

**Where  
interdependency is  
the key driver.**

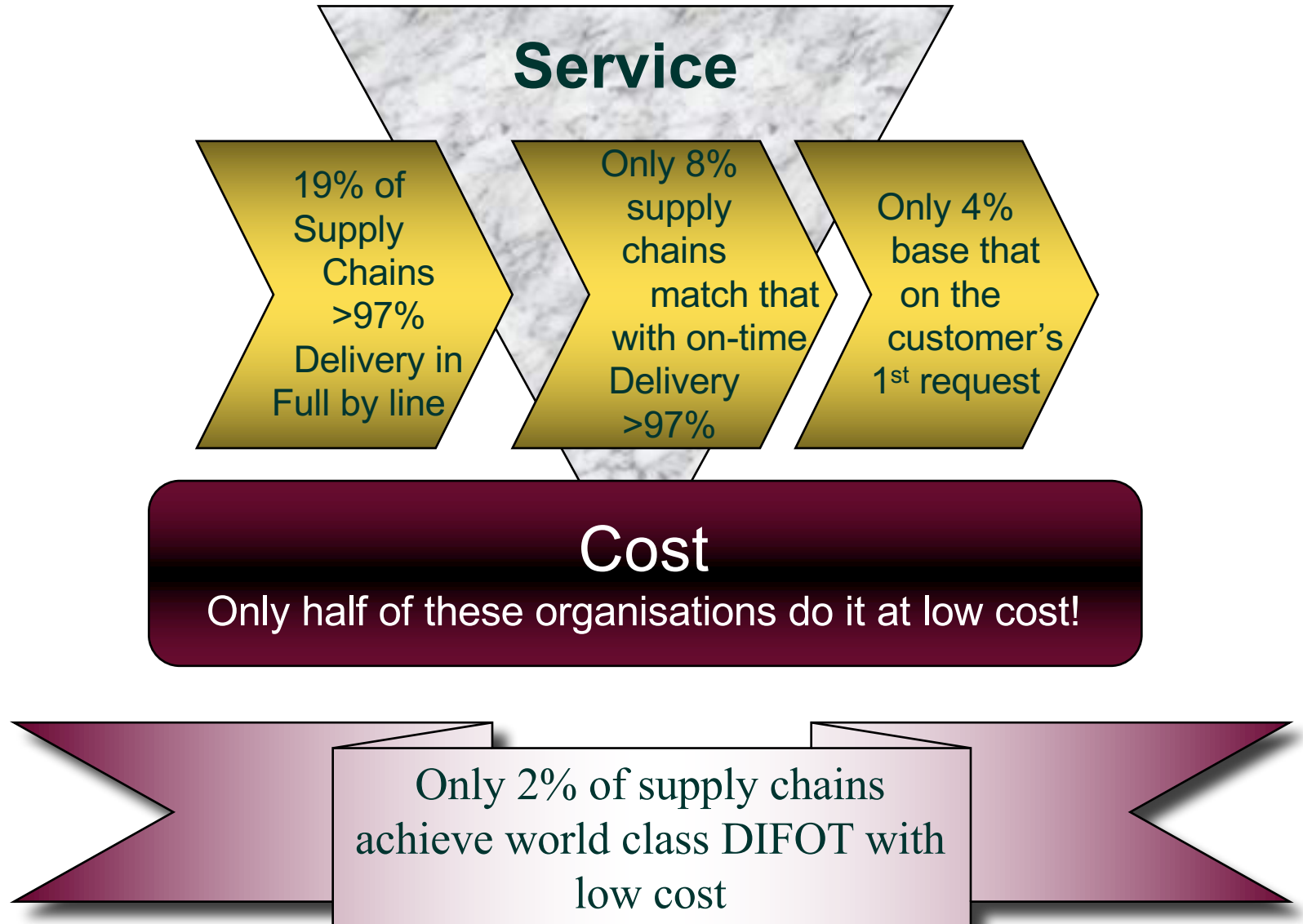
Elements of the Program;

1. Supply Chain [SC] Management – Where To
  - Understanding past & present SC development path.
  - FROM Adversarial/Fear Based Culture TO Collaboration & Constructive – What Value?
  - From Me2We - Independence to InterDependence.
  - Mapping the path to the Future – Leadership, Seamless & Interface Hotspot Improvement.
2. Building a High Performance Supply Chain Team
  - Multiple Intelligences – IQ, EQ & SQ
  - Emotional Intelligence - Mind full or Mindful?
  - The Inspirational Leadership required for the journey.
  - Building Constructive Interfaces–in & out of organisation.
3. Partnering with a 3PL – apply the Global SC Forum Partnering model and then build the components

# World Class Inputs & Outputs

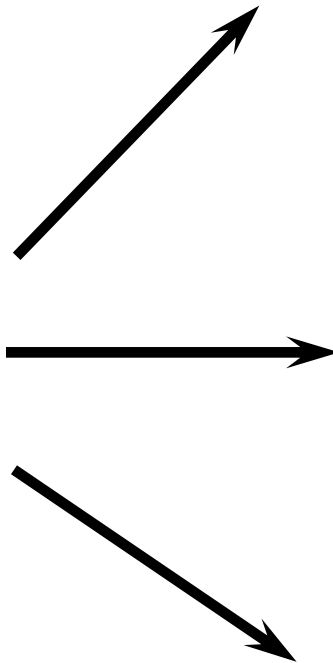


# World Class Supply Chains



# Work Place Culture – The Options, Human Synergistics:

**To what extent  
are people  
expected or  
implicitly  
required to:**



## Constructive Styles

Pursue a standard of excellence

Maintain personal integrity.

Be supportive of others. Cooperate with others.

## Passive Defensive Styles

Go along with others. Do not rock the boat.

Please those in positions of authority.

Wait for others to act first.

## Aggressive Defensive Styles

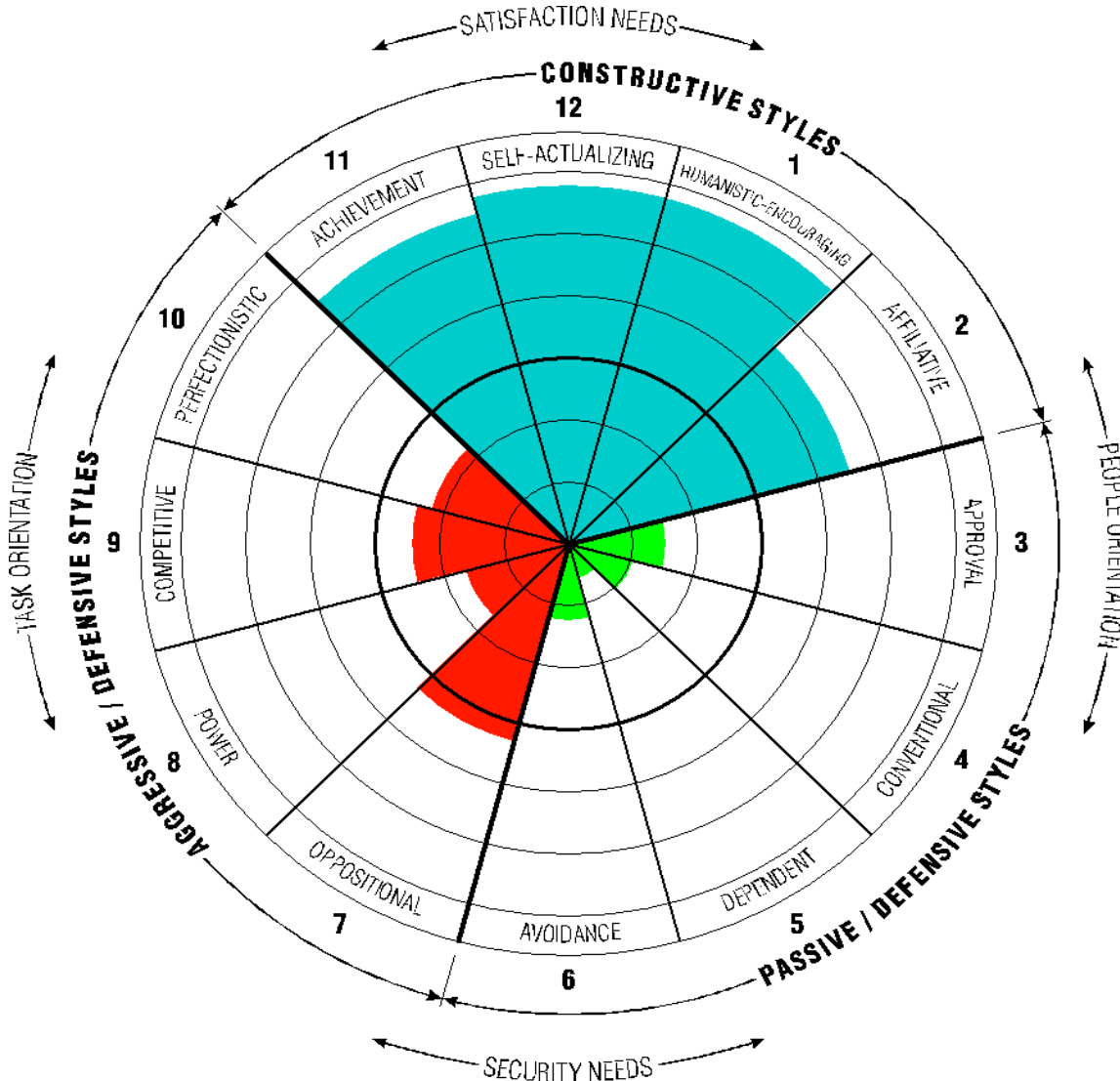
Oppose new ideas, Play politics to gain influence

**Compete rather than cooperate**

Appear competent and independent

# Australia / NZ: Preferred Culture

More than 5,043 people said that this is how they want people to be expected to behave



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## **Ideal Culture – Constructive Styles**

**Humanistic-Encouraging:** people are supported and developed to be successful.

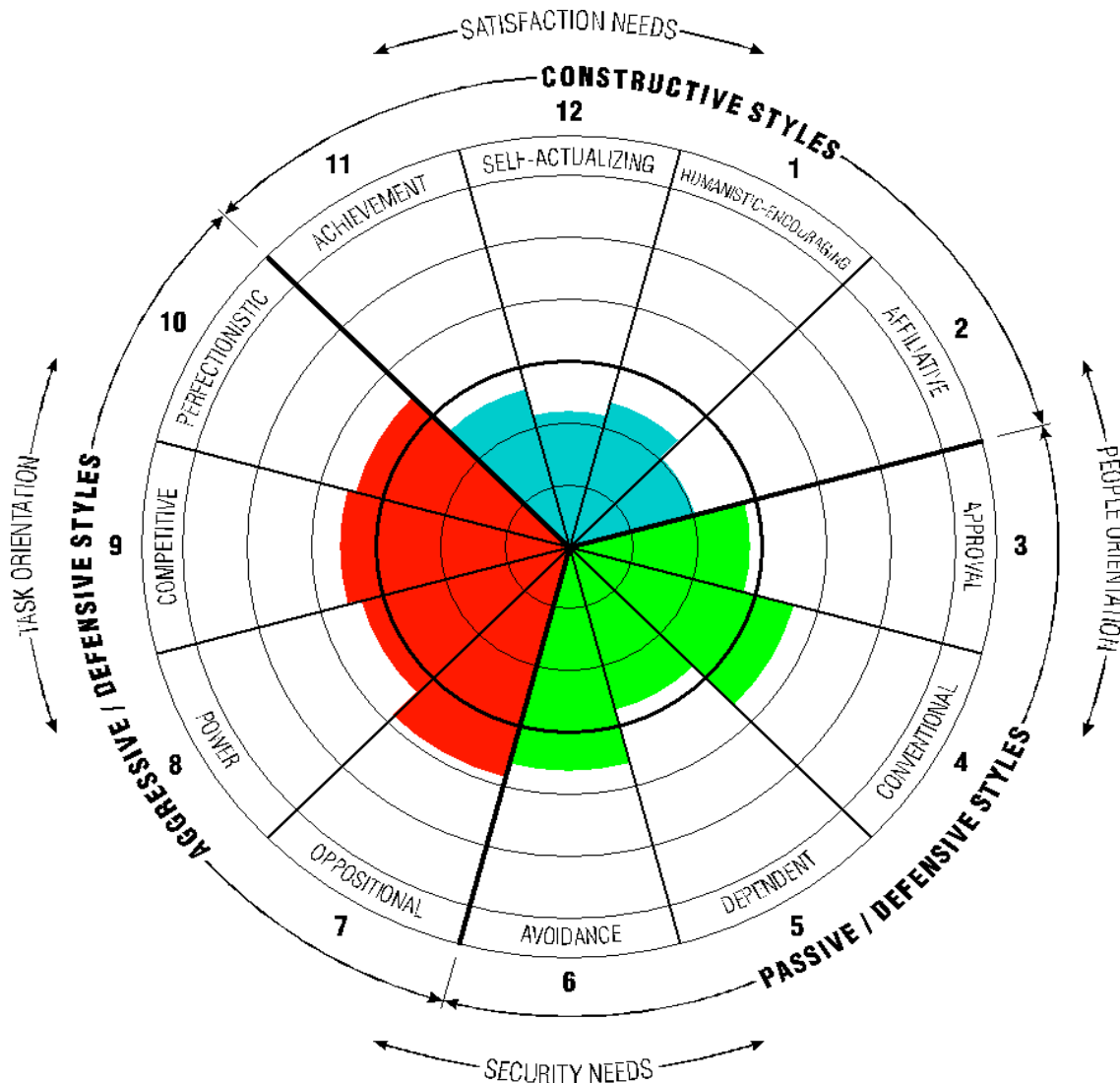
**Self-Actualising:** people express their uniqueness, creativity and embrace change.

**Achievement:** people set realistic but challenging goals and believe their personal effort makes a difference.

**Affiliative:** people are friendly and cooperative.

# Australia / NZ: Actual Culture

More than 81,441 people said that this was how they behaved.



## Actual Culture

**Oppositional:** oppose new ideas and change, be on the offensive

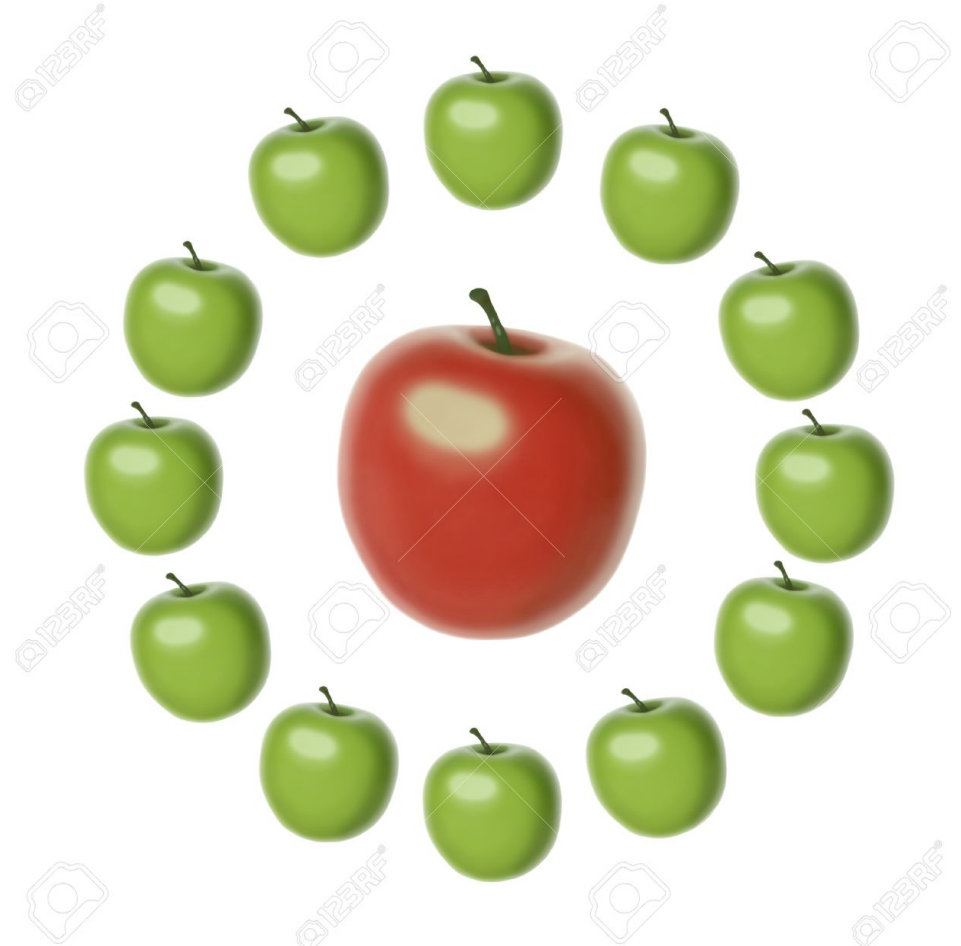
**Avoidance:** avoid responsibility and blame others for mistakes

**Conventional:** maintain the status quo and the “way things have always been done around here”

**Competitive:** compete with each other in the a “win lose” framework, play politics



# From Red Apple Hierarchy



See [www.CollaborativeEnquiry.com](http://www.CollaborativeEnquiry.com) for a free download of 'From Me to We: Design and Build Collaborative Workplaces' or to see the Fruit Demonstration video <https://youtu.be/POpHdwsOi1k>.

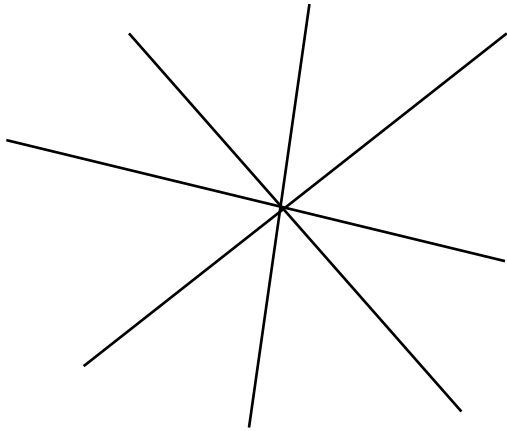


# To the Diverse Circle of Fruit

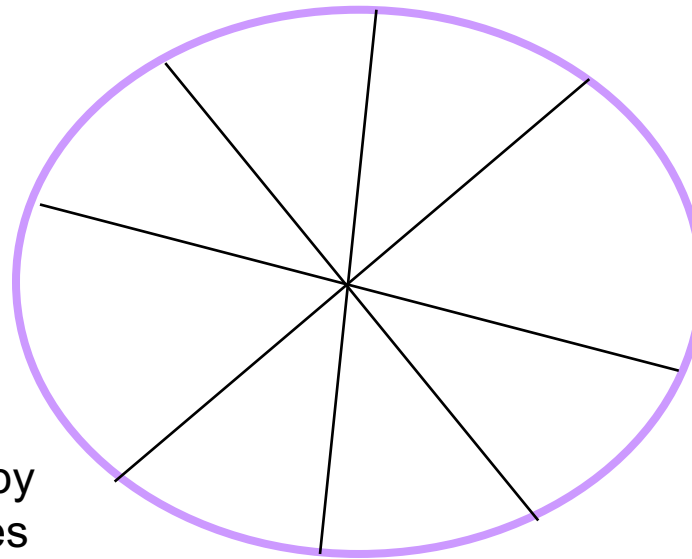
## – Expertise outranks Rank



# Changes in Leader Style Required.



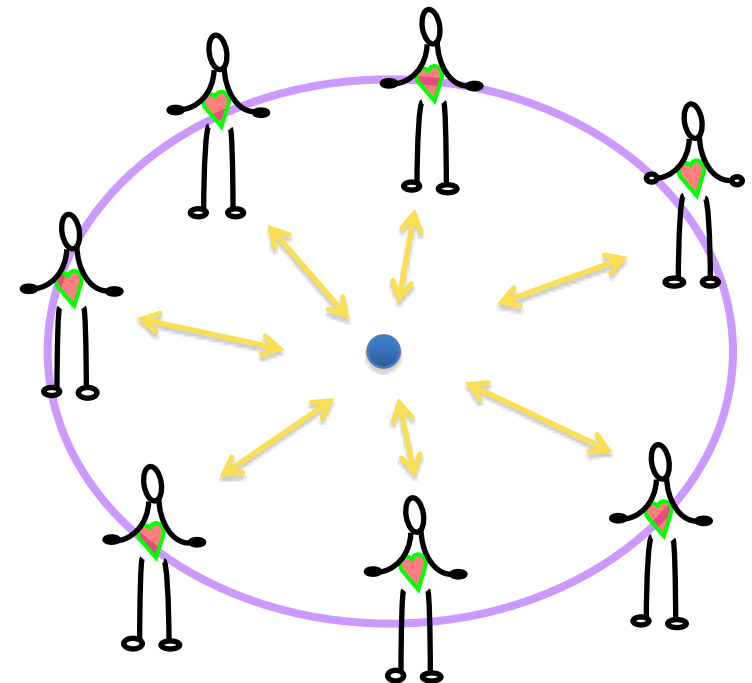
1<sup>st</sup> Step: 1 to 1. Everything goes through manager – management by control. Process is slow as it moves up and down each spoke and then is communicated out when needed [manager decides].



2<sup>nd</sup> Step: 1 to 1 & team connection & interaction [connected spokes]. Shared Leadership - We. Peers started working together & carried common pictures. Manager still in the middle.

3<sup>rd</sup> Step. 1 to 1, team connection, dynamic and shared leadership & open centre where expertise outranks rank. The manager moves out of the middle and into the circle with everyone else and facilitates the expert stepping in as and when required.

4<sup>th</sup> step - Outer circles of influence brought to circle.



# SEAMLESS SUPPLY CHAIN [SC]- INTERNAL & EXTERNAL INTERFACES

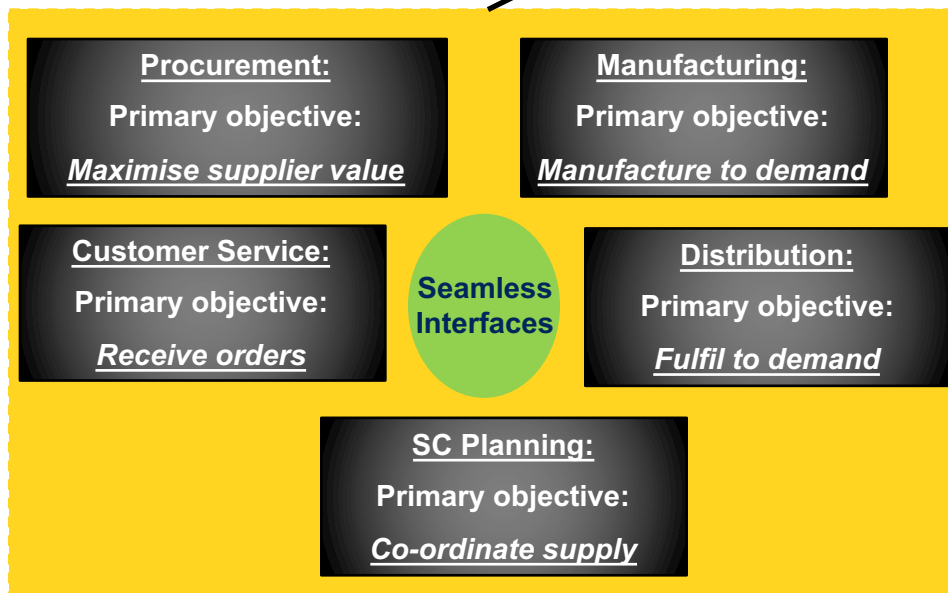
**Seamless interface with the business**



## Seamless Supply Chain:

- SBUs [Strategic Business Units] don't need to navigate the various Supply Chain functions
- SC is integrated with other functions and is seen as part of the business
- SC is proactive in its relationship with SBUs, providing a trusted and optimised supply chain system.

**Seamless Internal Supply Chain interfaces**



## Seamless Supply Chain:

- All team members feel informed and confident in their understanding of Supply Chain and the functional inter dependencies
- Functions are able to focus on their key objectives while working towards overall Supply Chain objectives
- All functional objectives are aligned to the Supply Chain objectives
- Supply Chain functions co-ordinate themselves proactively

# Finding the Balance

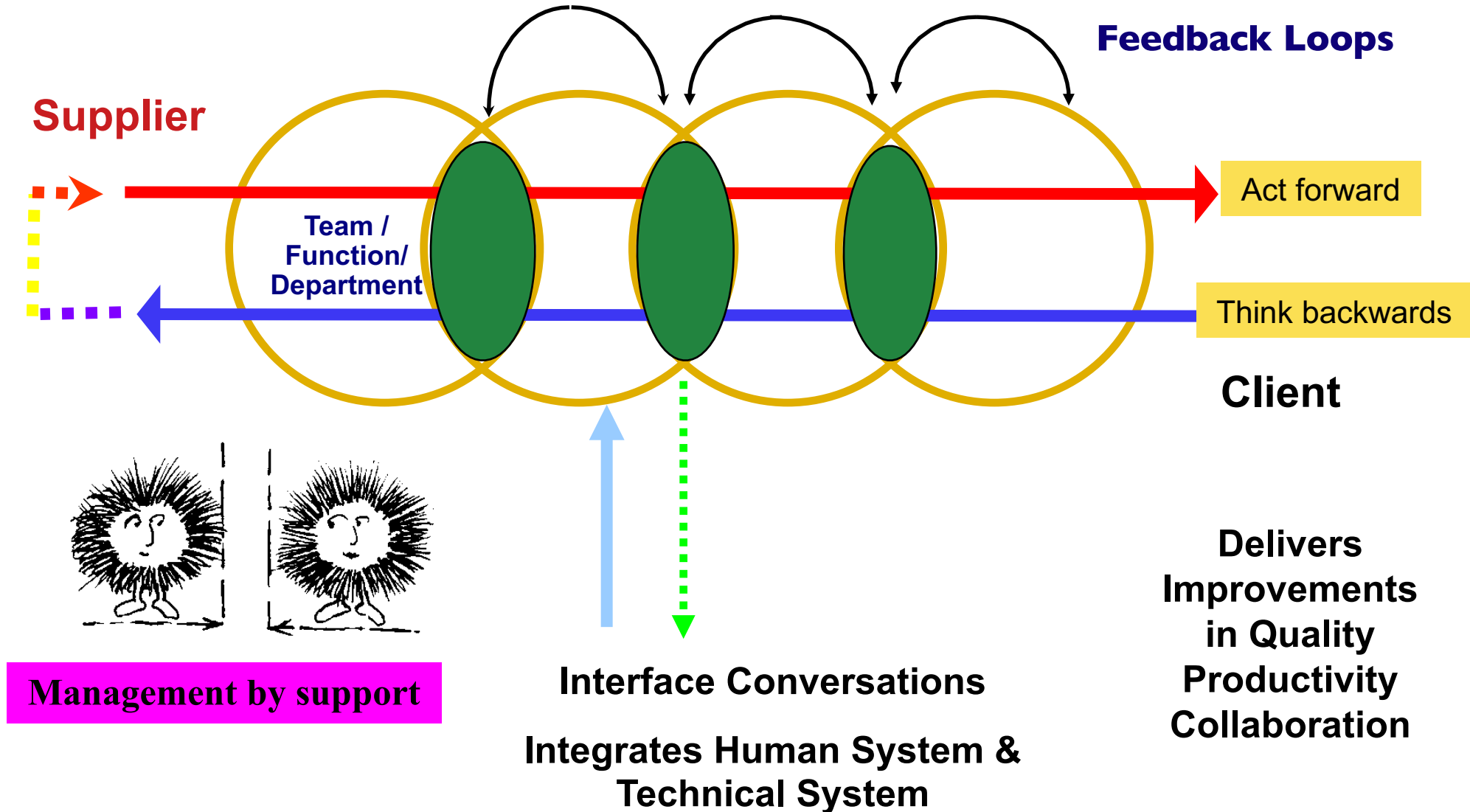


# To a Diverse Circle of Fruit – Embrace Diversity



# Interface Hotspots and Improvement Process

## Supply Chain / Value Chain (Process Thinking)



# End – Summary

- Organisational existence demands we harness this Complex Connected world for our advantage.
- Starts with People. Need a workplace culture that can do this.
- Constructive culture needed – flexible approaches to leadership. Switch styles so people stay engaged and motivated.
- From Red Apple Hierarchy to the Diverse Circle of Fruit.
- Seamless SCs will become more common – e.g. Integrated Business Process [formerly S&OP]

Will work on day to day basis actively with known interdependencies.

Build the Bridges from the Old to the New Requirements;

- Build Understanding first then the skill set to deploy.
- Develop your EQ so you have a range of leadership styles that suit the situation.
- Interface Hotspots and Improvement Process.



# End – Next Webinar

- Webinar Two
- Emotional Intelligence and its role in High Performing Teams
- 12 Emotional intelligence competencies
  - Self awareness and management
  - Achievement orientation.
  - Social awareness and relationship management.

High performing follow the path of;

- Forming – Storming – Norming,  
Maturing – Customising – Innovating

## Webinar Three

Collaborative Relationships with Strategic Suppliers.

Team based approach – move away from Master Servant so more equality.

Partnering methodology to identify value and how to deliver that value.

One bunker only; not two.