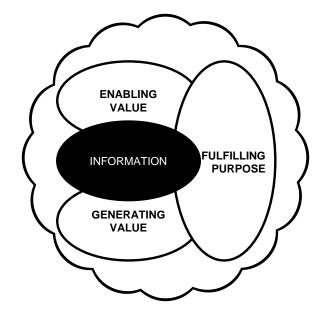
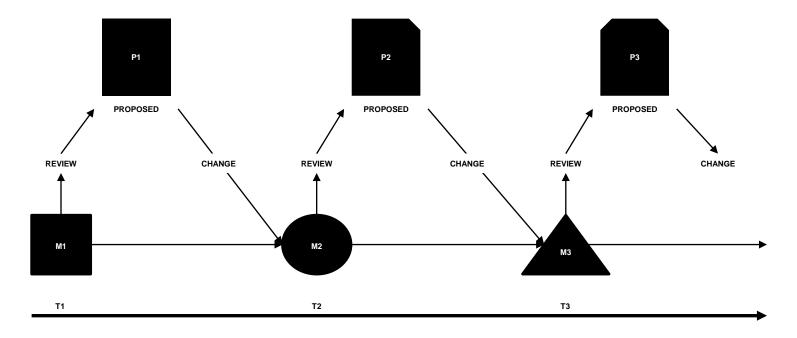


Fig 1.1 The Intelligent Organisation







<u>KEY</u>

P = PROCESS

M = MEASUREMENT

T = TIME



Fig 3.2 PDCA Cycle

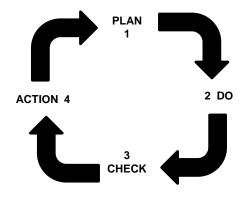




Fig 3.3 Organisational Effectiveness

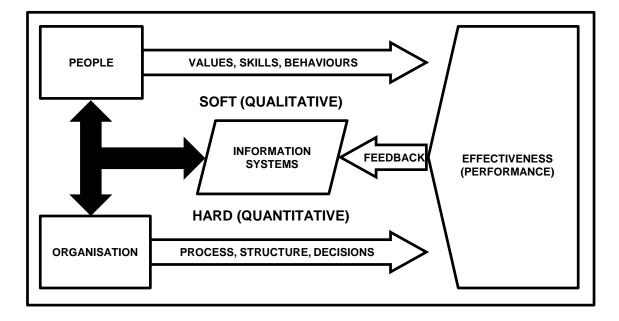




Fig 3.4 The Interdependence of Organisations

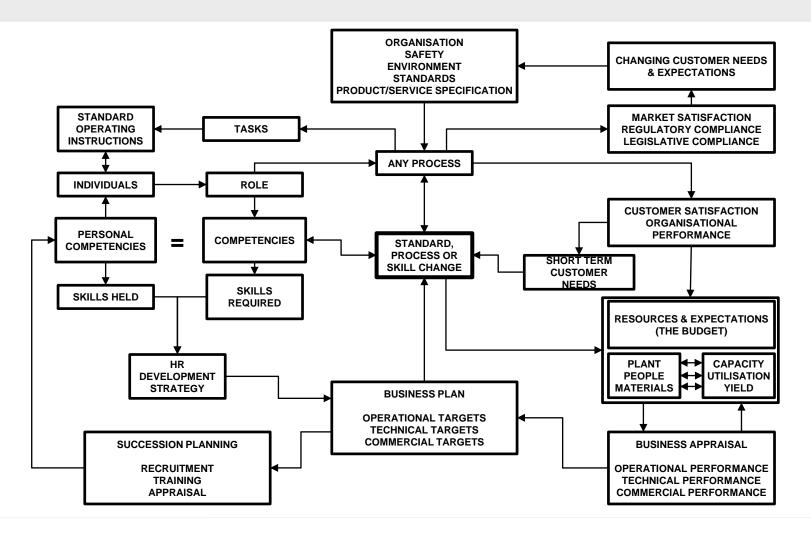




Fig 3.5 The Core Process

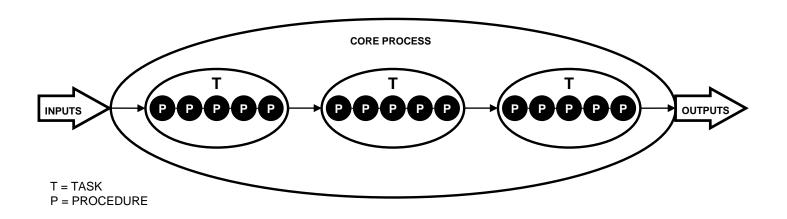




Fig 3.6 Processes, Tasks and Procedures

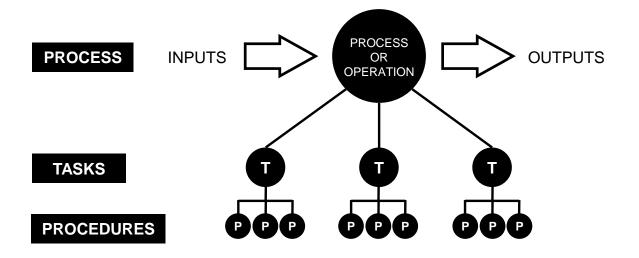
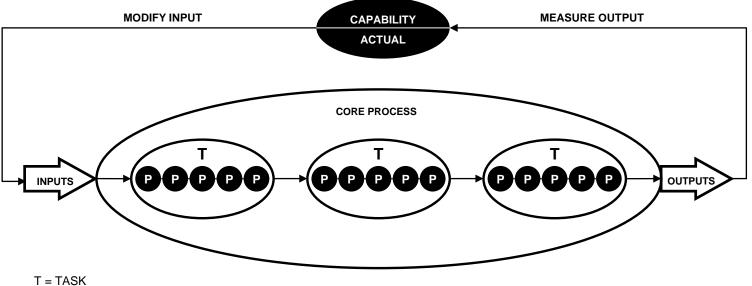




Fig 3.7 The Emergence of Hierarchy



P = PROCEDURE



Fig 3.8 Process and Task Regulation

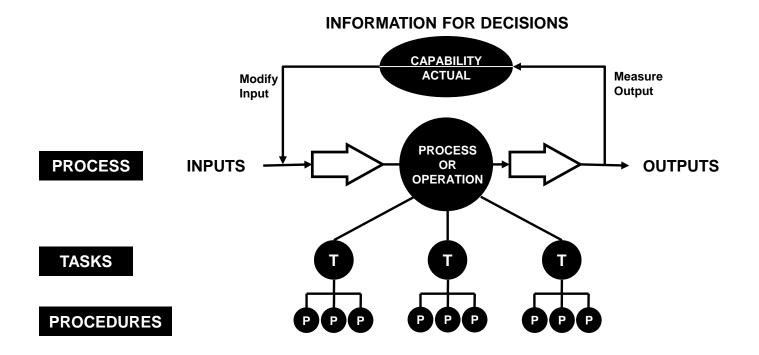




Fig 3.9 The Process of Management

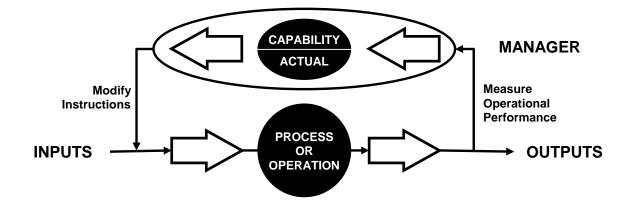
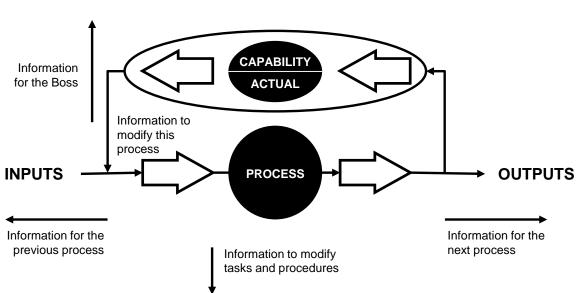




Fig 3.10 Information Dissemination



MANAGEMENT



Fig 3.11 The Expanded Homeostat

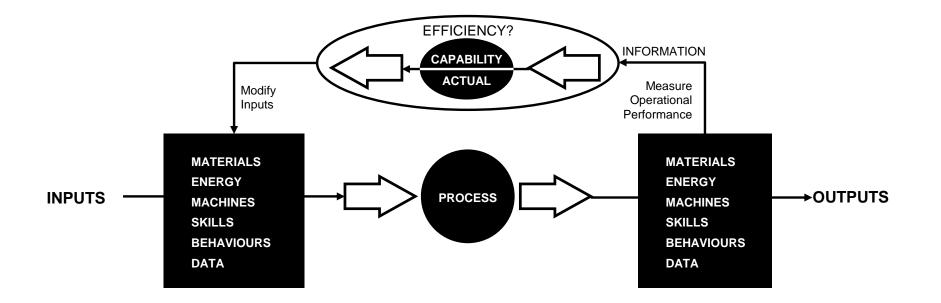




Fig 3.12 Multiple Processes

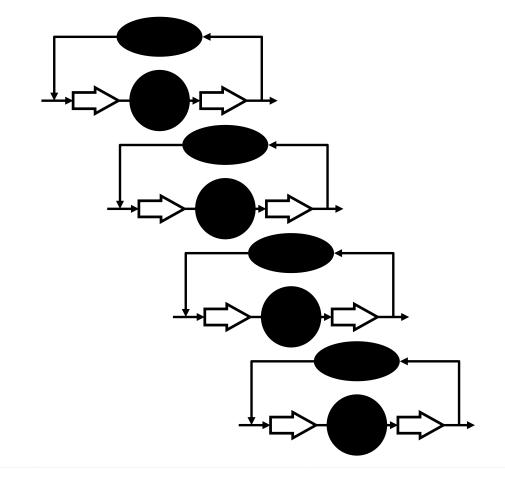




Fig 3.13 The Management of Management

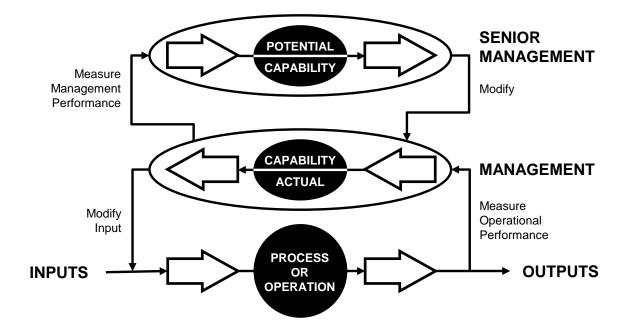




Fig 3.14 Senior Management Observing Management

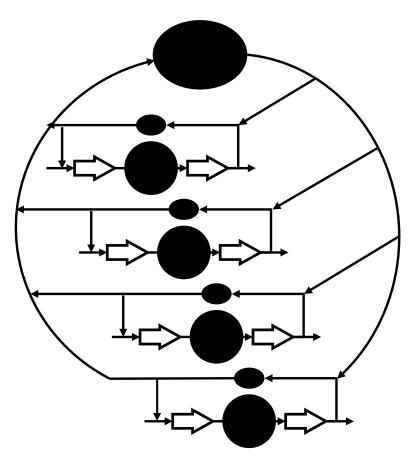




Fig 4.1 Fusion21 Conventional Hierarchy

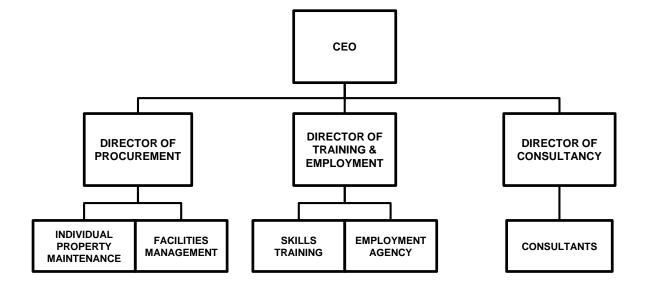




Fig 4.2 Fusion21 Process Perspective

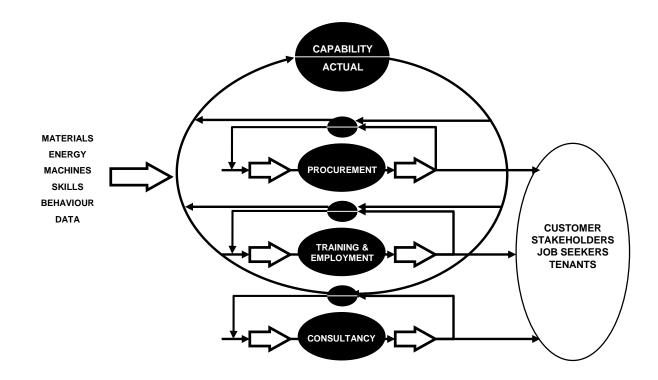




Fig 4.3 Fusion21 Embedded Tasks and Procedures

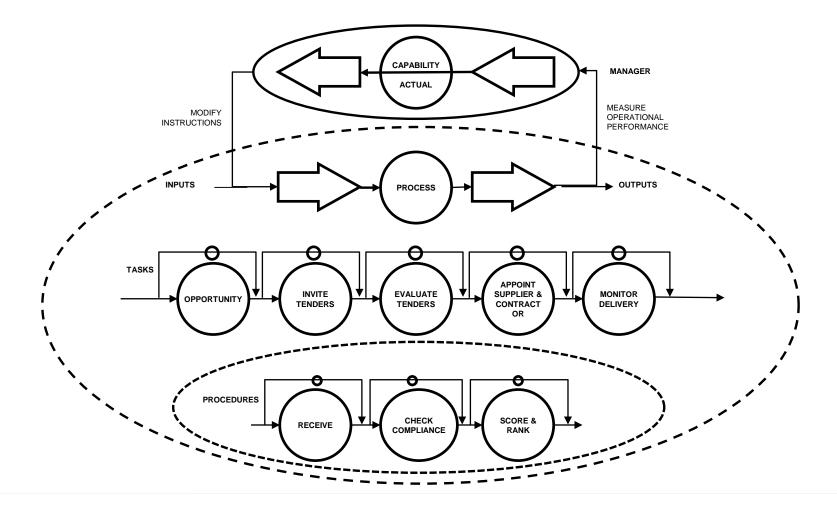




Fig 4.4 Fusion21 Procurement Workstreams

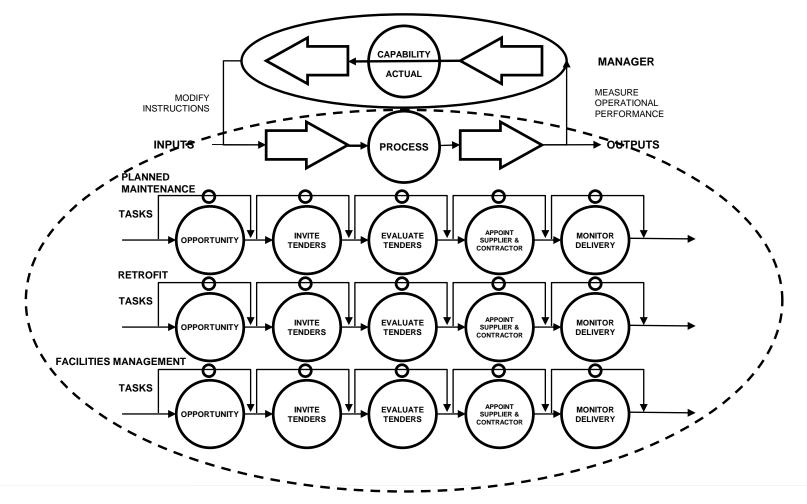




Fig 4.5 Canal and River Trust Virtuous Circle

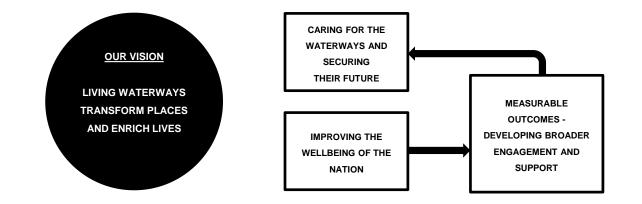




Fig 4.6 Canal and River Trust the Process Chain

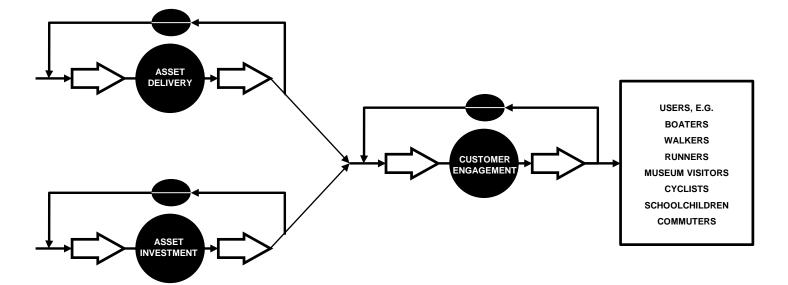




Fig 4.7 Canal and River Trust Processes with Embedded Tasks

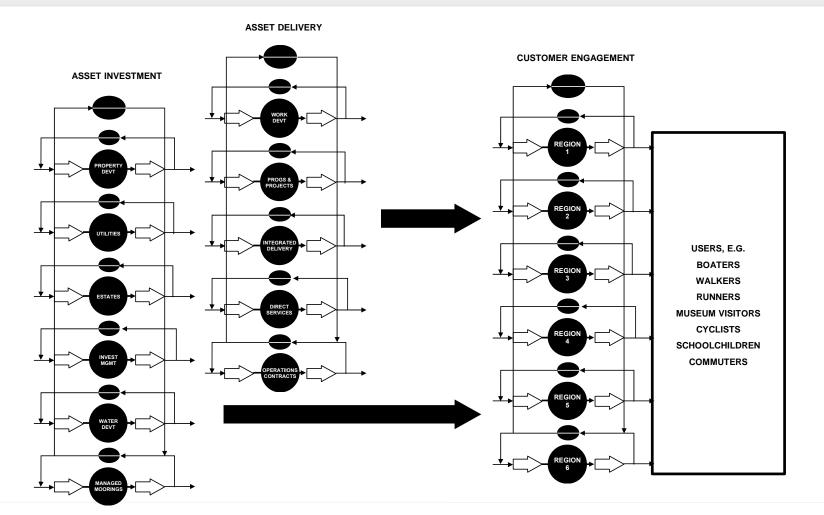




Fig 4.8 Southern Mill Organisation Chart

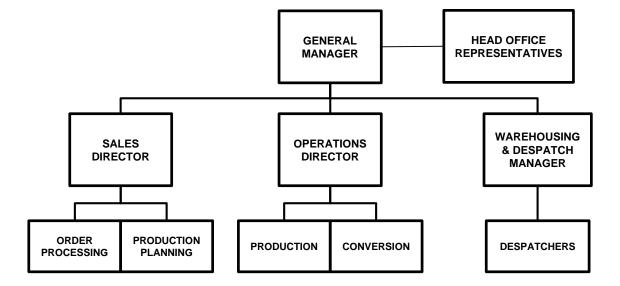




Fig 4.9 Southern Mill the Process View

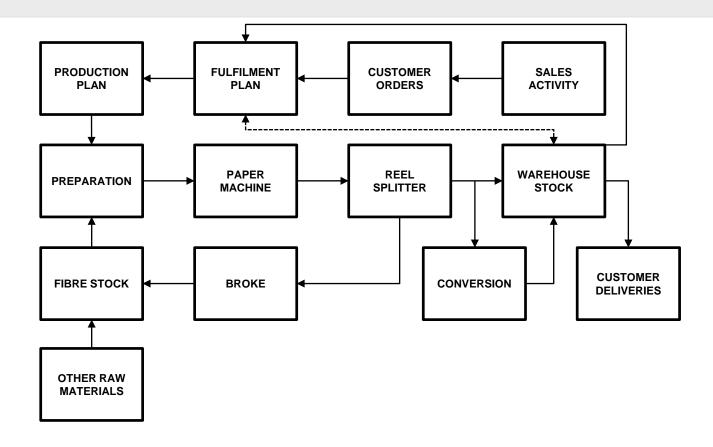




Fig 4.10 Southern Mill Key Processes

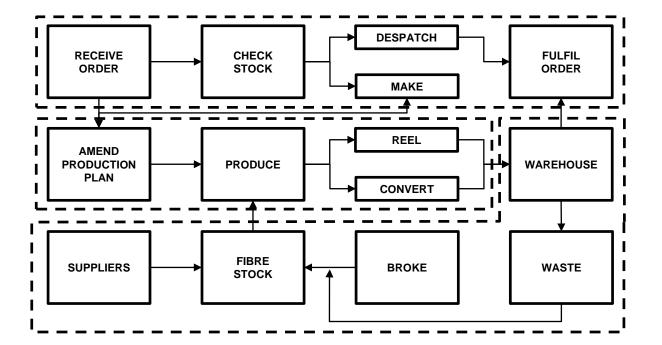




Fig 4.11 Southern Mill Daily Dashboard

| DAILY DASHBOARD: SOUTHERN MILL | | | | | | | | | | |
|--------------------------------|---------------|-----------------|--------------|-------|--------|-----------------|--------------------|--------|--------|-----------------|
| PRODUCTION | | CONVE | | RSION | | | SALES | | | |
| PLAN | ACTUAL | DIFF TO PLAN | PRODUCT | PLAN | ACTUAL | DIFF TO PLAN | | PLAN | ACTUAL | DIFF TO PLAN |
| 132 | 138 | 6 | Sheeted | 4 | 3 | -1 | Stock | 600 | 630 | 30 |
| Net Tonnes | | | Laminate | 3 | 4 | 1 | >180 | 0 | 45 | 45 |
| Planned | Actual | Diff to Plan | Coated | 2 | 2 | 0 | >365 | 0 | 0 | 0 |
| 80 | 100 | 20 | Colour | 1 | 1 | 0 | Despatch | 104 | 100 | -4 |
| Hold | Over- make | Broke | Coiled | 1 | 1 | 0 | OTIF | 98% | 96% | -2% |
| 20 | 50 | 5 | Coiled SS | 2 | 3 | 1 | Orders | 100 | 105 | 5 |
| Shut | | | Collated | 3 | 2 | -1 | Rev | £90000 | £94500 | £4500 |
| Plan | Unplan | Diff to Plan | Guillotine | 5 | 5 | 0 | Credits | £0 | £3000 | £3000 |
| 48 | 56 | 8 | BPOP | 6 | 6 | 0 | Unplan £ | 0 | £500 | £500 |
| | | | Packed FP | 4 | 4 | 0 | Complain ts | 0 | 1 | 1 |
| | | | Packed BP | 5 | 5 | 0 | Accident s (LT) | 0 | 1 | 1 |



Fig 5.1 Value Generating Processes

| GENERATING VALUE | SERVICE DELIVERY | \longrightarrow |
|------------------|------------------|-------------------|
| | PRODUCTION | |
| | DISTRIBUTION | |
| | MANUFACTURING | |



Fig 5.2 Value Enabling Functions

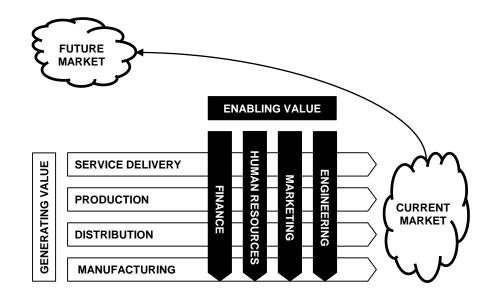




Fig 5.3 Strategy Formulation

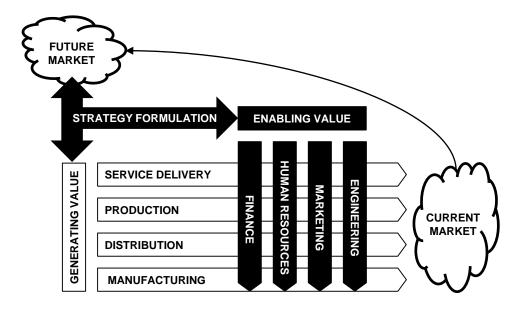
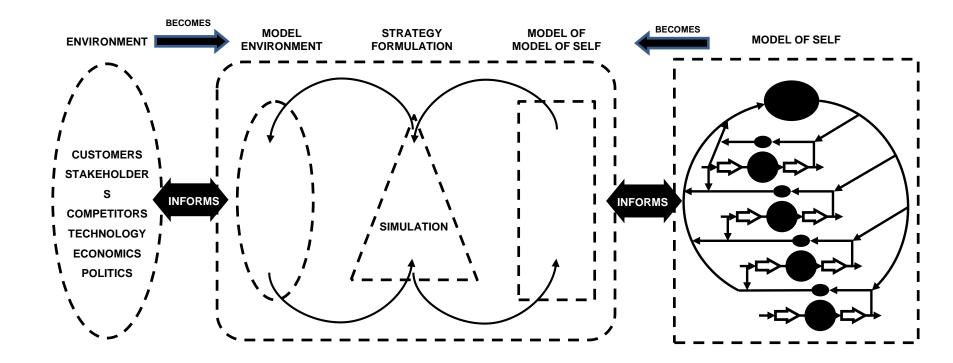




Fig 5.4 Value Enabling Process





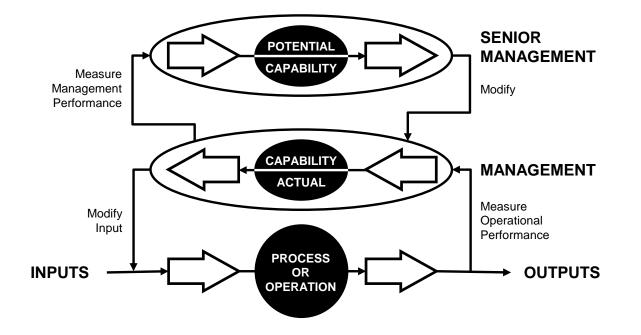




Fig 5.6 The Multi-Channel Value Enabling Process

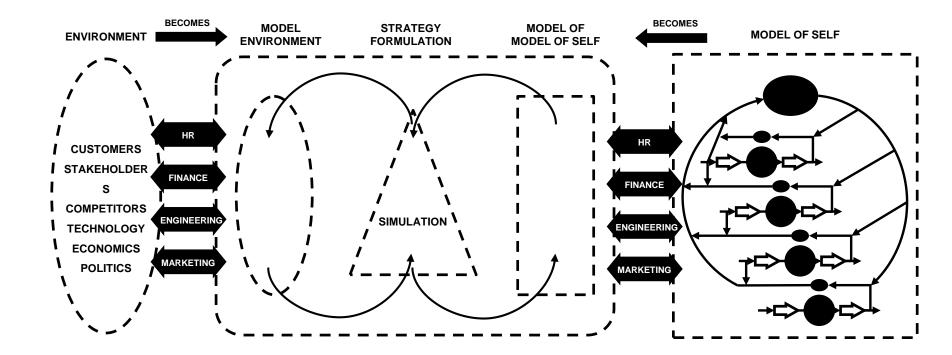




Fig 5.7 Managing the Present and Creating the Future

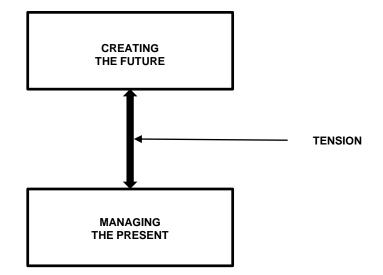




Fig 5.8 The Trialogue

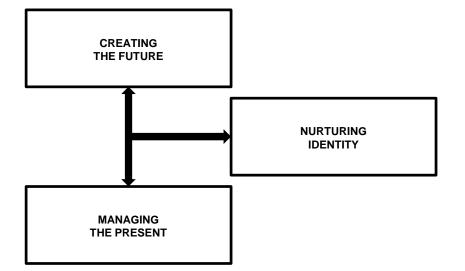




Fig 5.9 The Intelligent Organisation

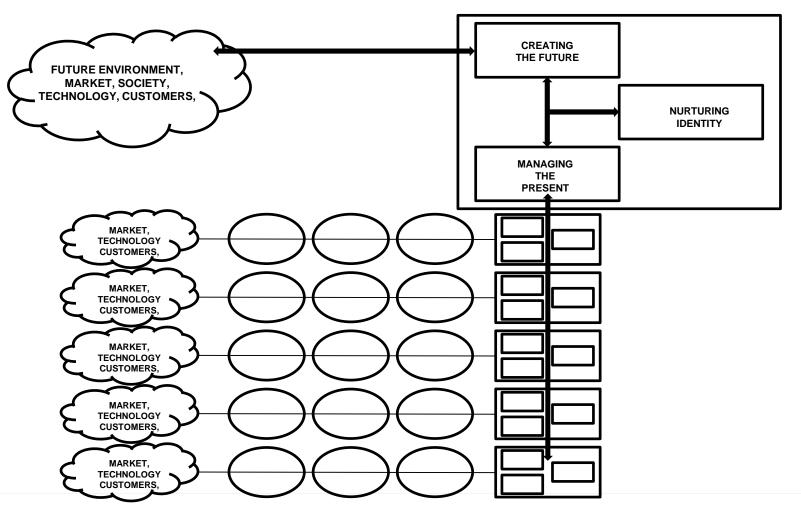




Fig 6.1 Enabling Value for Fusion21

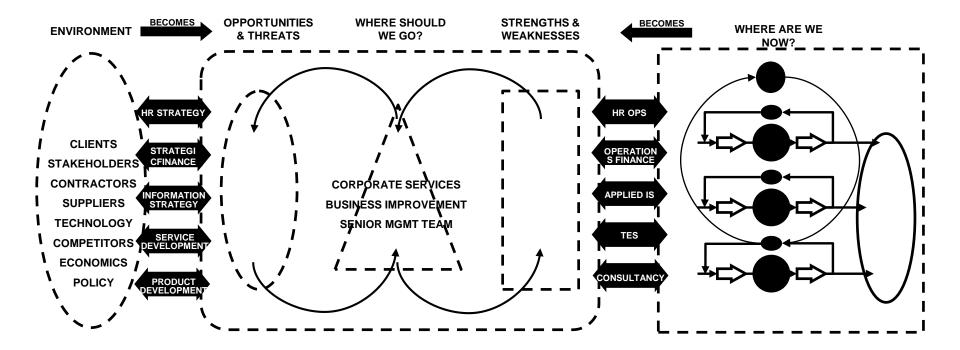




Fig 6.2 The Strategic Dialogue



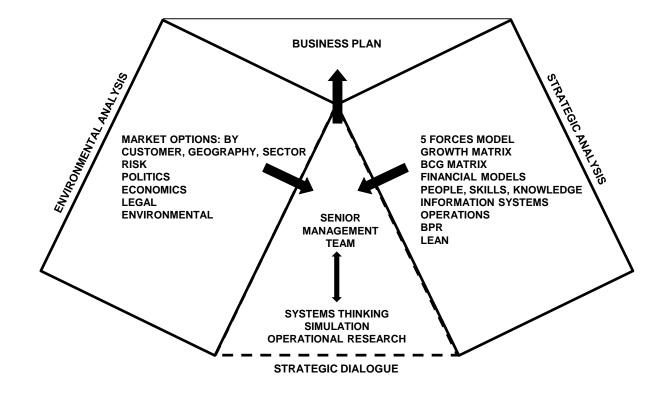




Fig 6.3 Initial Executive Information Requirements

| CHIEF OPERATING OFFICER | CHIEF INVESTMENT OFFICER | STRATEGY & ENGAGEMENT DIRECTOR | ASSET IMPROVEMENT DIRECTOR | FINANCE DIRECTOR | HR DIRECTOR | |
|----------------------------|--------------------------------|--|--|---------------------------------------|---|--|
| PROGRESS V OBJECTIVES | ASSET PRODUCTIVITY | OUTCOMES V OBJECTIVES | DIRECT SERVICES PRODUCTIVITY & UTILISATION | FINANCIAL CONTROL | HEADCOUNT & SKILLS/TRAINING PERFORMANCE | |
| PRODUCTIVITY | LONG TERM ROI | DONOR & SUBSCRIBER INFORMATION | COMPLIANCE TO STANDARDS | STATUTORY OBLIGATIONS | ABSENCE, SICKNESS, GRIEVANCES | |
| ATTRACTIONS PERFORMANCE | | | PERFORMANCE VERSUS PLAN | MANAGEMENT REPORTING | SAFEGUARDING | |
| CUSTOMER CONCERNS | CAPITAL ACCUMULATION | COMPLIANCE WITH STATUTORY OBJECTIVES | PROJECT PERFORMANCE – TIME, COST, QUALITY | INFORMATION SYSTEMS PERFORMANCE | EMPLOYEE PERFORMANCE | |
| ASSET PERFORMANCE | | | ASSET CONDITIONS & PERFORMANCE | RISK & CONTINUITY | TRAINING & DEVELOPMENT | |
| VOLUNTEERING | MUSEUMS | VOLUNTEERS | VOLUNTEERS | AUDIT | GRIEVANCE AND COMPLAINTS | |



Fig 6.4 Overview of UKCRIC Facilities

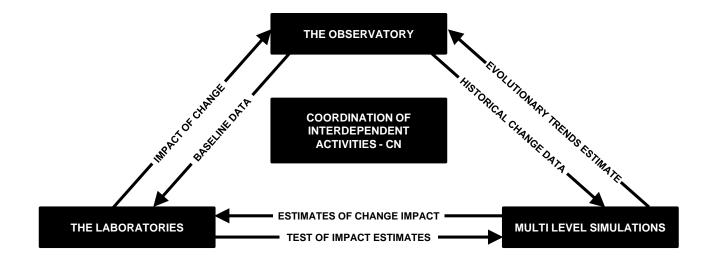




Fig 7.1 Managing Autonomy

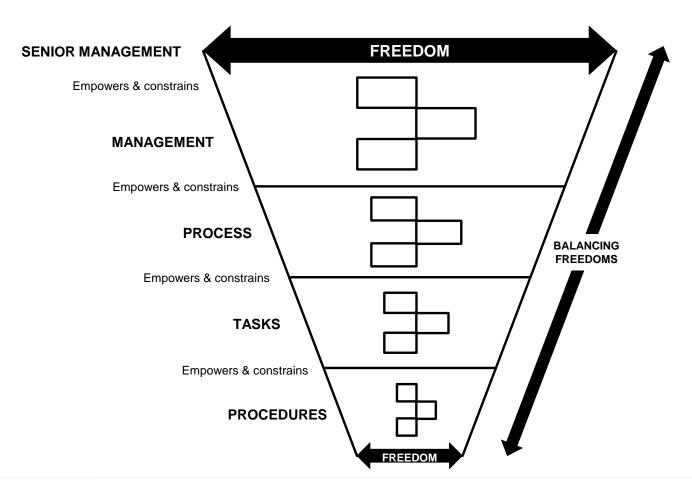




Fig 7.2 The Business Model

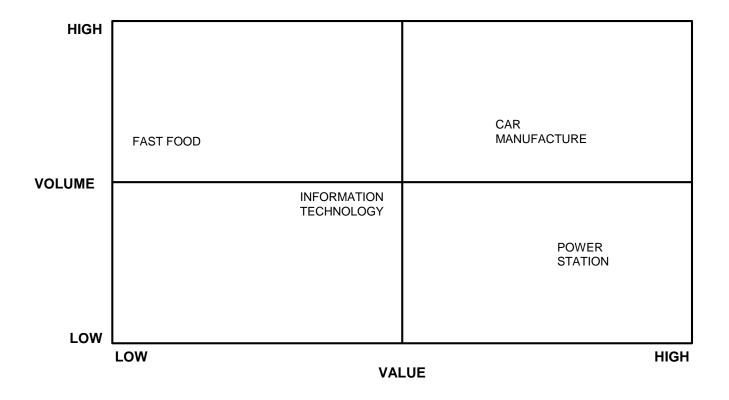




Fig 7.3 Process Progression

| TICKET MACHINES | FAST FOOD | VEHICLE ASSEMBLY | POLICING | CONSULTANCY | RESEARCH |
|---------------------|---------------|---------------------|----------|-------------|------------|
| HIGHLY AUTOMATED | SEMI AUTON | 1ATED | BALANCED | GENERIC | CUSTOMISED |



Fig 7.4 Skills Progression

| TICKET MACHINES | FAST FOOD | VEHICLE ASSEMBLY | POLICING | CONSULTANCY | RESEARCH |
|--------------------|-----------------|---------------------|------------|--------------|--------------------------|
| UNSKILLED | SEMI SKILLED | TECHNICAL | LY SKILLED | PROFESSIONAL | SEASONED PROFESSIONAL |



Fig 7.5 Risk, Probability and Consequence

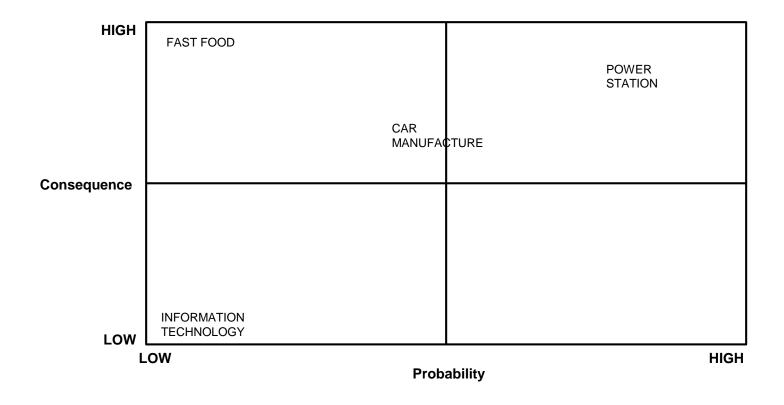




Fig 7.6 Aligning Values

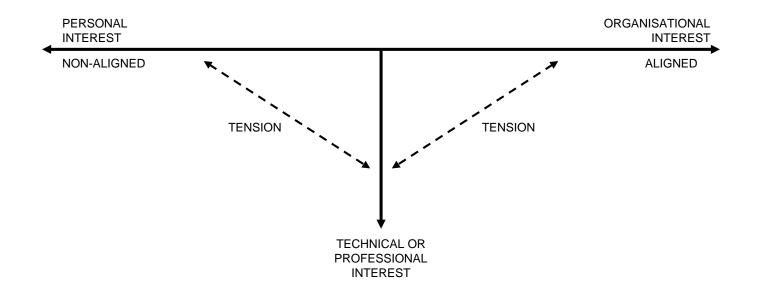




Fig 8.1 Integrated Decision Model for Autonomy

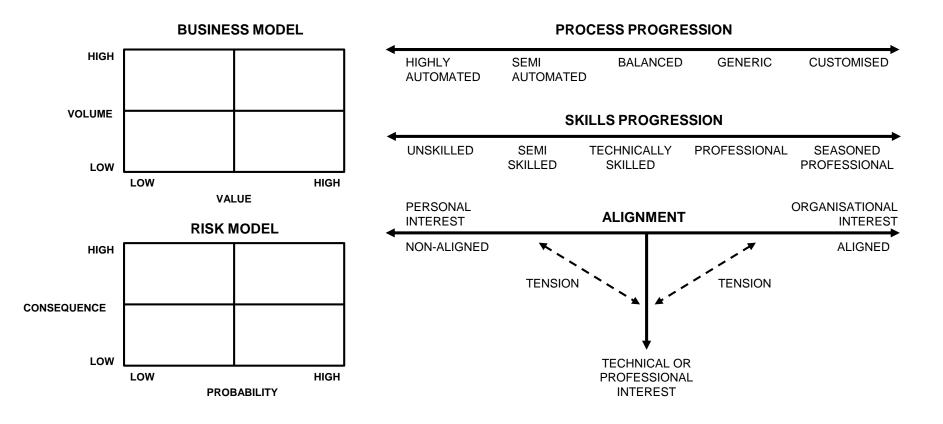
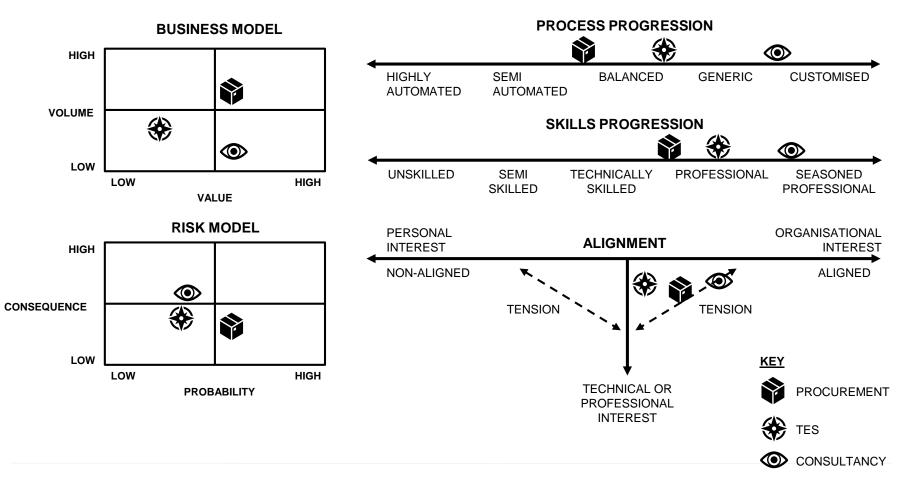




Fig 8.2 Autonomy in Fusion21



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Fig 8.3 Necessary and Constrained Autonomy Canal and River Trust

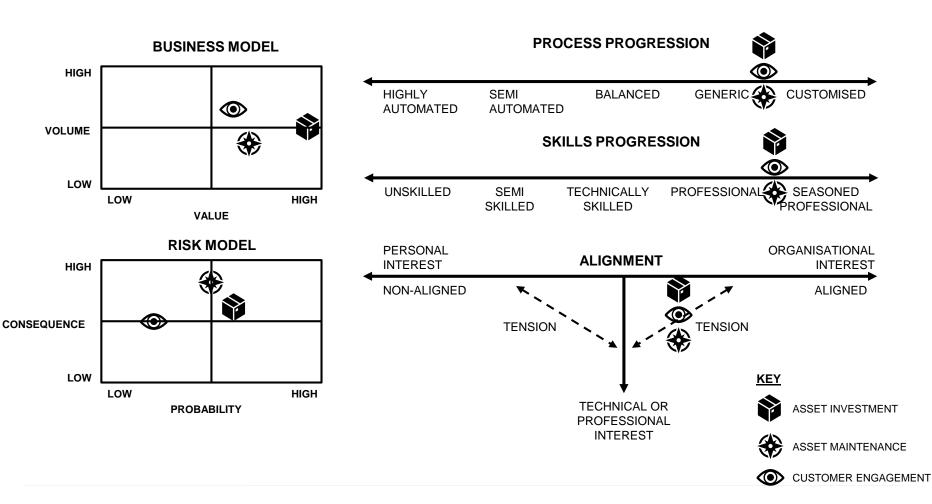




Fig 8.4 Autonomy in Southern Mill

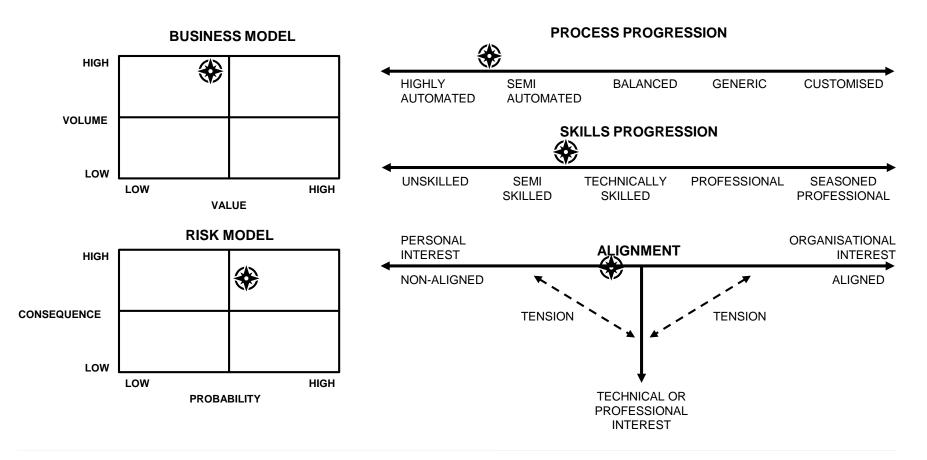
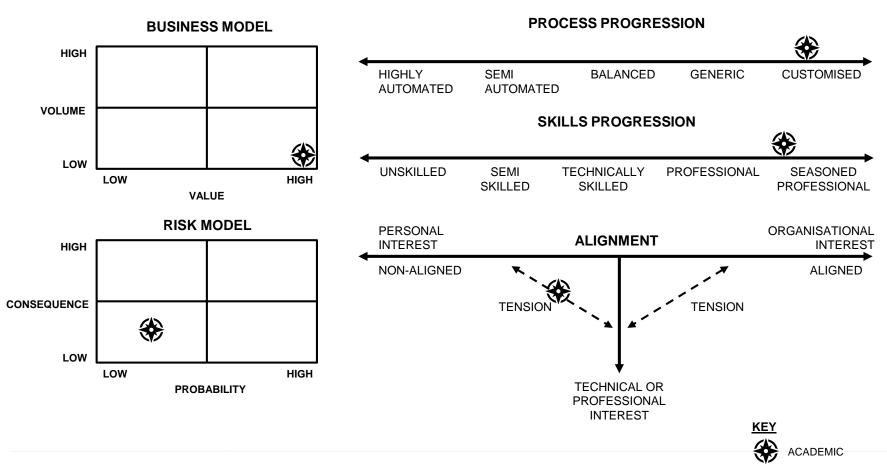




Fig 8.5 Autonomy in UKCRIC



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Fig 9.1 Information Strategy

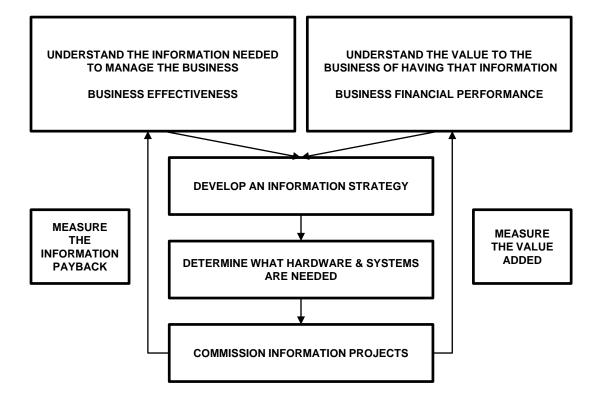




Fig 9.2 Mapping Organisation and Information Architecture

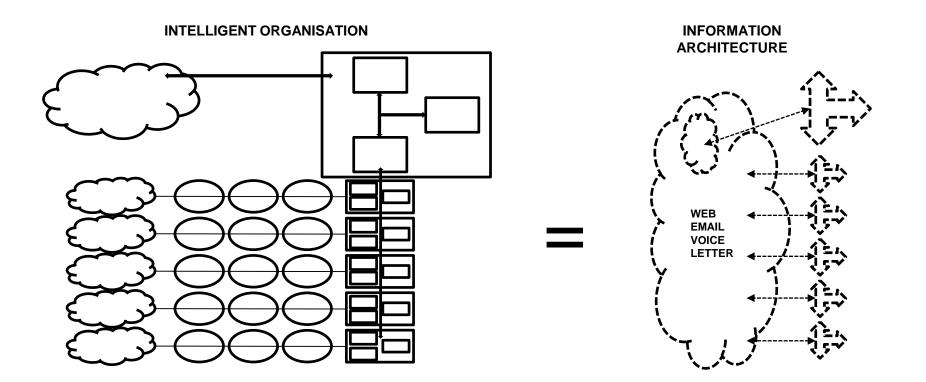




Fig 9.3 Distributed Decisions

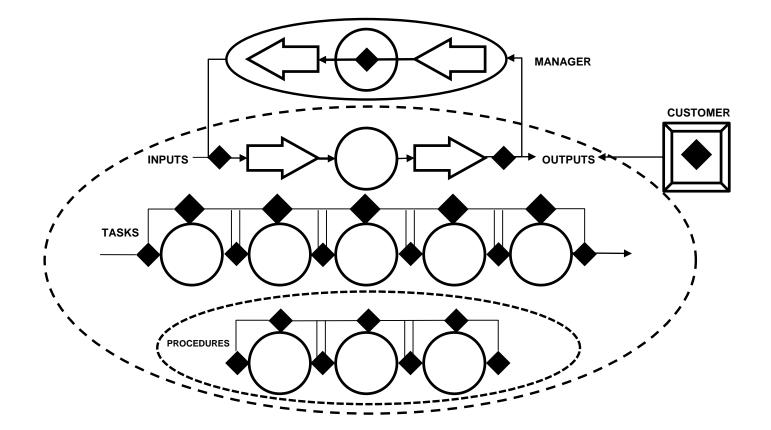




Fig 9.4 A Performance Dashboard for a Paper Maker

| PROCESS PERFORMANCE | | | | | | | | | | | | | |
|---------------------|-----------|------------|------------|-------------|----------|----------|---------------|--------------|-------------|-------------|----------|-------------|-------------|
| | INPUT | 39656 | | TARGET | 40000 | | OUTPUT | 36664.22 | | | | | |
| | | | | | | | | | | | | | |
| | POTENTIAL | UNIT | PROCESS | MOST LIKELY | UNIT | PROCESS | UNIT | PROCESS | UNIT | PROCESS | BACK | POSSIBLE | TRANSLATION |
| | FOILNIAL | CAPABILITY | CAPABILITY | WO31 LIKELI | LATENCY | LATENCY | PRODUCTIVITY | PRODUCTIVITY | PERFORMANCE | PERFORMANCE | BACK | FUSSIBLE | INANGLATION |
| RCF | 53100.00 | 39656.00 | 39656.00 | 36028.85 | 0.75 | 0.75 | 1.00 | 0.91 | 0.75 | 0.68 | 40000.00 | 39656.00 | 1 |
| PPP | 50976.00 | 49080.00 | 39656.00 | 34603.59 | 0.96 | 0.96 | 0.81 | 0.87 | 0.78 | 0.84 | 40000.00 | 39656.00 | 1 |
| PM | 41043.76 | 36664.22 | 36664.22 | 35242.67 | 0.89 | 0.89 | 1.00 | 0.96 | 0.89 | 0.86 | 42920.00 | 49080.00 | 1.073 |
| WINDER | 60743.38 | 55852.16 | 36664.22 | 39166.08 | 0.92 | 0.92 | 0.66 | 0.99 | 0.60 | 0.91 | 40000.00 | 36664.22 | 1 |
| | | | | | | | | | | | | | |
| RCF | SETTINGS | FPP | SETTINGS | PM1 | SETTINGS | PM2 | SETTINGS | WINDER 1 | SETTINGS | WINDER 2 | SETTINGS | REWIND | SETTINGS |
| LIMIT | 37.50 | LIMIT | 36.00 | LIMIT | 910.00 | LIMIT | 1700.00 | LIMIT | 1000.00 | LIMIT | 1200.00 | LIMIT | 1000.00 |
| RATE | 32.00 | RATE | 33.00 | RATE | 905.00 | RATE | 1650.00 | WEIGHT | 48.50 | WEIGHT | 44.60 | WEIGHT | 44.60 |
| LINES | 2.00 | LINES | 2.00 | WIDTH | 5.40 | WIDTH | 9.40 | WIDTH | 5.40 | WIDTH | 9.40 | WIDTH | 9.40 |
| HOURS | 20.00 | HOURS | 24.00 | WEIGHT | 48.50 | WEIGHT | 44.60 | HOURS | 20.00 | HOURS | 20.00 | HOURS | 20.00 |
| DAYS | 31.00 | DAYS | 31.00 | LINES | 1.00 | LINES | 1.00 | TLOSS | 3.50% | TLOSS | 2.48% | TLOSS | 0.00% |
| PSHUT | 12.00 | PSHUT | 12.00 | HOURS | 24.00 | HOURS | 24.00 | JR LOSS | 0.90% | JR LOSS | 0.90% | JR LOSS | 0.00% |
| UPSHUT | 12.00 | UPSHUT | 12.00 | DAYS | 31.00 | DAYS | 31.00 | BEATER | 3.00% | BEATER | 0.52% | BEATER | 0.00% |
| TARGET | 39656.00 | TARGET | 49080.00 | PSHUTS | 2.80% | PSHUTS | 2.90% | CULL | 1.00% | CULL | 1.00% | CULL | 0.00% |
| | | | | UPSHUTS | 5.80% | UPSHUTS | 2.90% | PSHUTS | 2.80% | PSHUTS | 2.90% | PSHUTS | 0.00% |
| | | | | BREAKS | 3.00% | BREAKS | 3.00% | UPSHUTS | 5.80% | UPSHUTS | 2.90% | UPSHUTS | 0.00% |
| | | | | JR LOSS | 0.90% | JR LOSS | 0.90% | BREAKS | 3.00% | BREAKS | 3.00% | BREAKS | 0.00% |
| | | | | BEATER | 3.00% | BEATER | 0.52% | LINES | 1.00 | LINES | 2.00 | LINES | 1.00 |
| | | | | GROSS | 10680.55 | GROSS | 30879.54 | NO. OF DAYS | 31.00 | NO. OF DAYS | 31.00 | NO. OF DAYS | 31.00 |
| | | | | NET | 8940.57 | NET | 27723.65 | GROSS | 9401.69 | GROSS | 36501.49 | GROSS | 15695.73 |
| | | | | UNIT MAX | 10275.65 | UNIT MAX | 30768.11 | NET | 7850.41 | NET | 32406.02 | NET | 15695.73 |
| COMBINED TARGET 1 | | | | 13 & 14 | 36664.22 | UNIT MAX | 9428.40 | UNIT MAX | 36222.34 | UNIT MAX | 15092.64 | | |
| C | | | | | | | COMBINED TARG |)ET | 13 & 14 | 55852.16 | | | |



Fig 10.1 Fusion21 Value Generating Activities

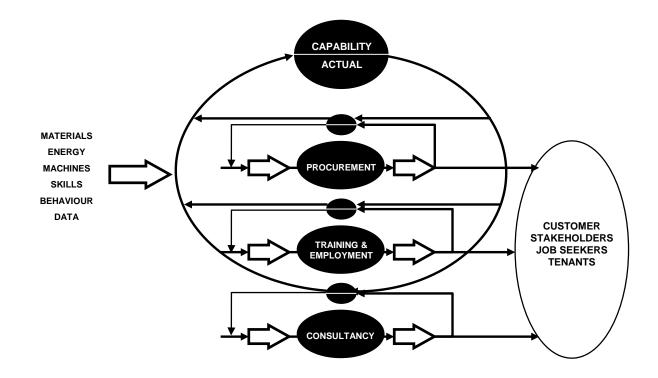




Fig 10.2 Fusion21 Value Enabling Activities

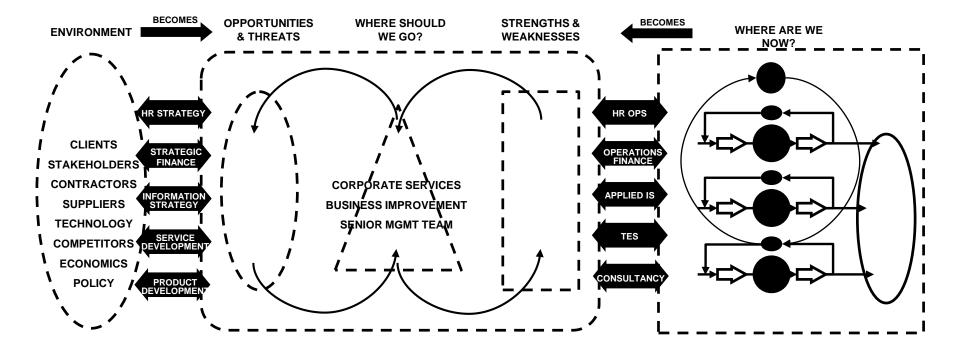
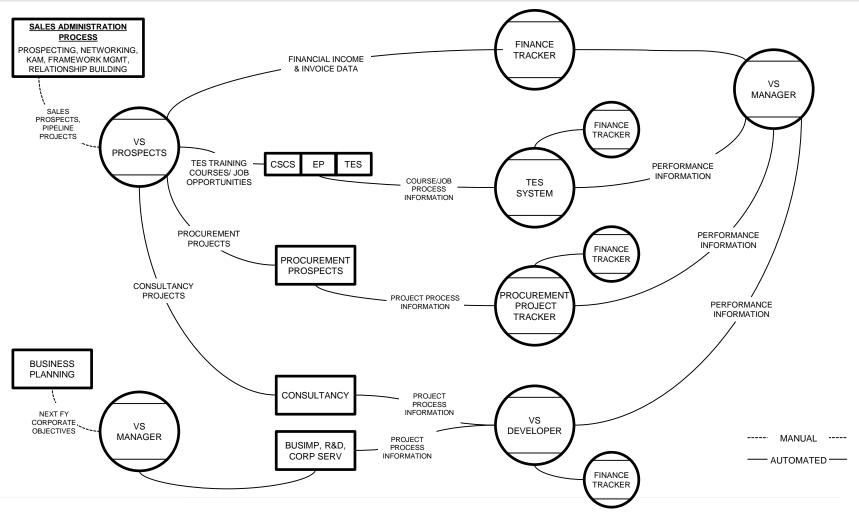




Fig 10.3 Fusion21 Data Flow Diagram



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Fig 10.4 Fusion21 Information Architecture

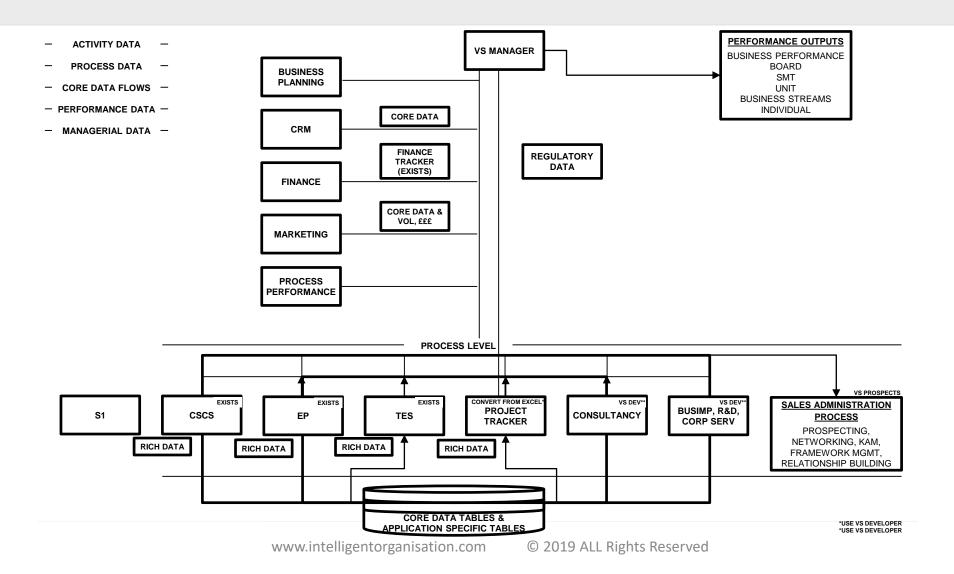




Fig 10.5 LIS-Simulator: Whole Organisation Adaptation

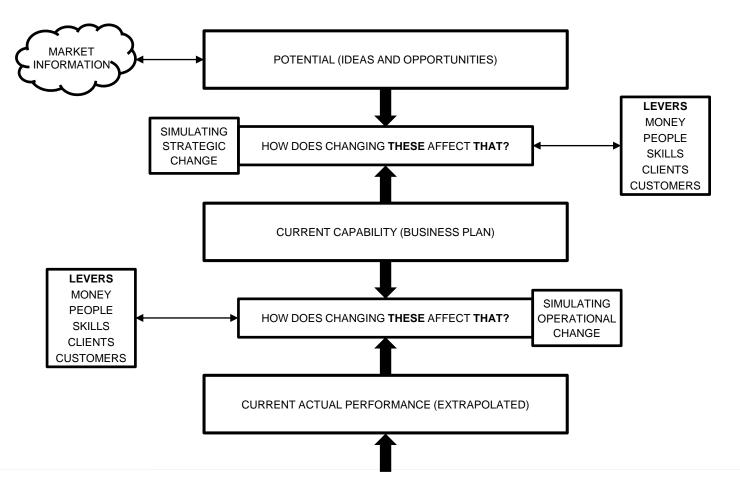
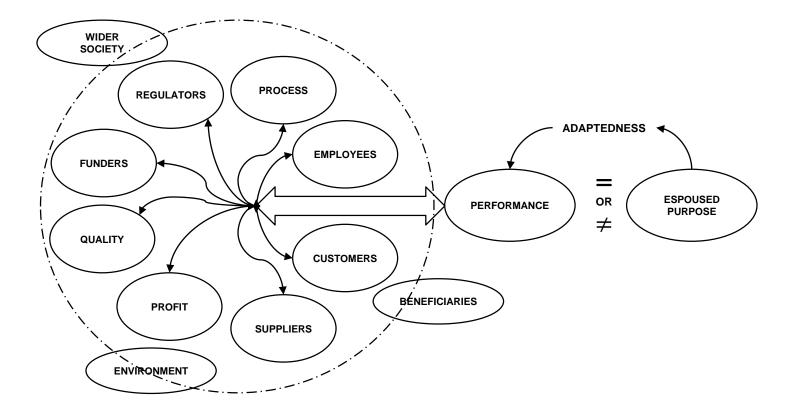




Fig 11.1 Dynamic Interaction



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Fig 11.2 The Potentiometer

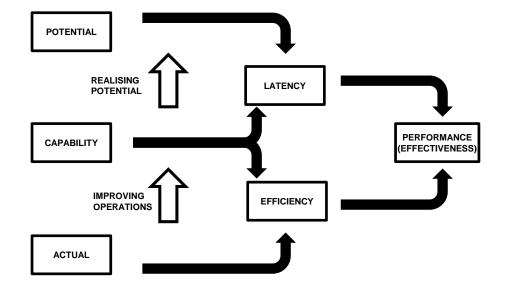




Fig 11.3 Synthesising Potentiometers

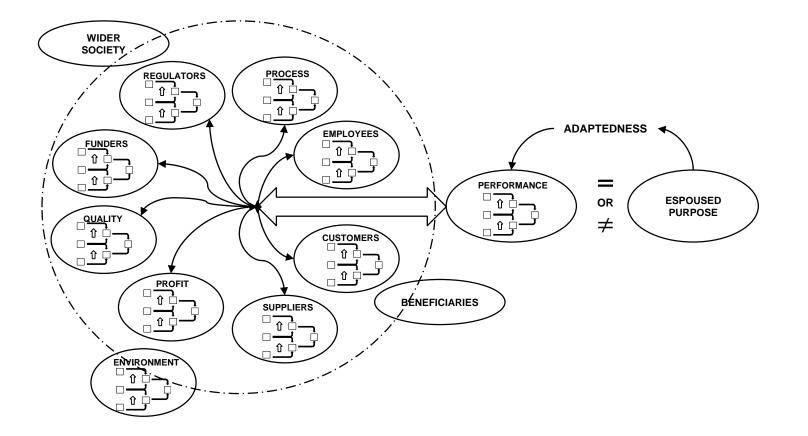




Fig 11.4 Aggregating Potentiometers

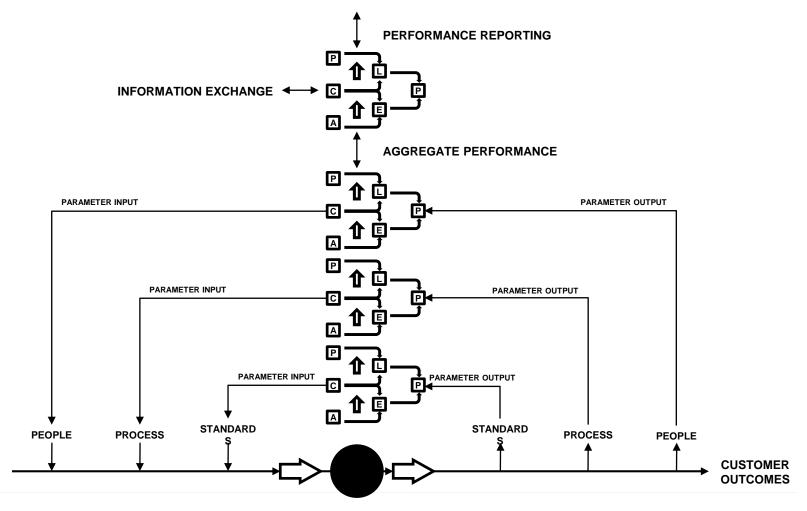




Fig 12.1 Train Company Interacting Processes

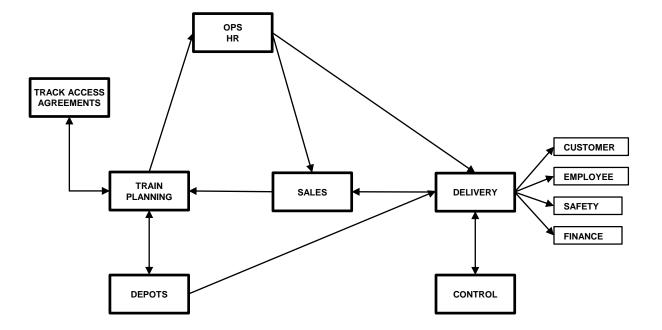




Fig 12.2 The Hierarchical Organisation Chart

Fig 12.2 Train Operating Company Hierarchy

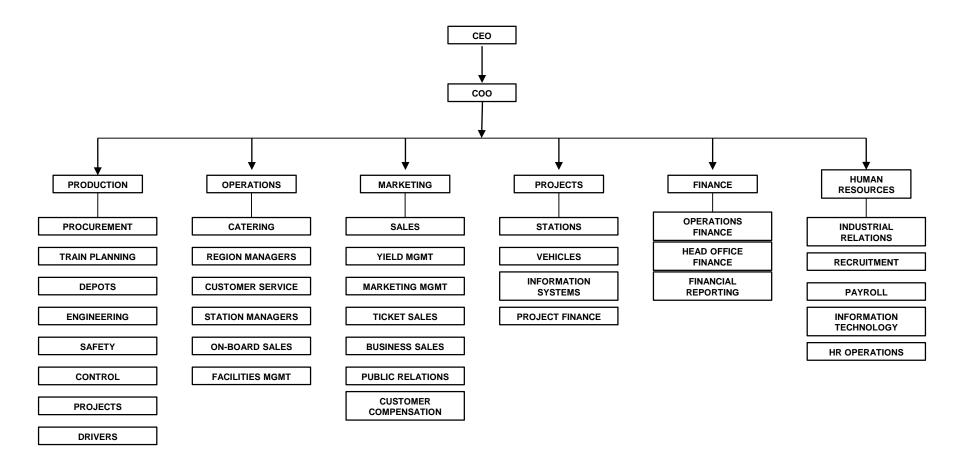




Fig 12.3 The Delivery Process

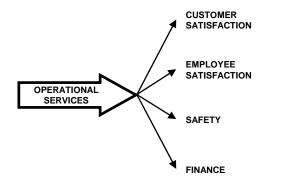




Fig 12.4 Operational Process

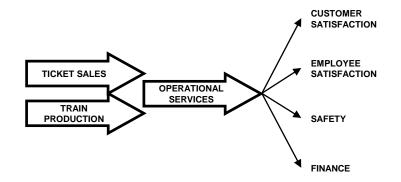




Fig 12.5 Core Process Homeostats

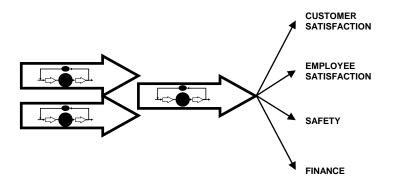




Fig 12.6 Managing the Present

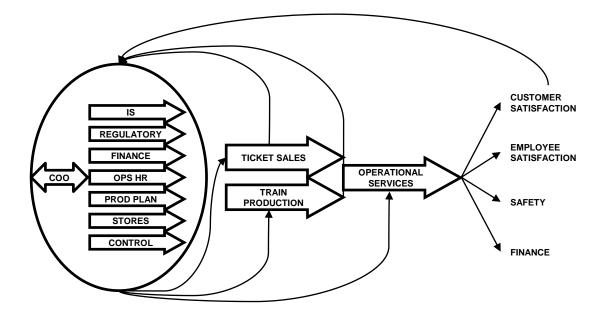




Fig 12.7 Creating the Future

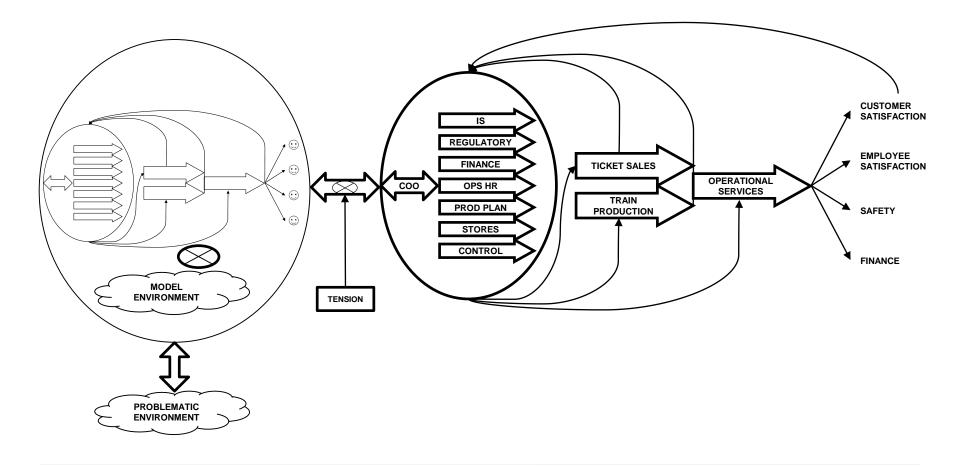




Fig 12.8 Resolving Tension

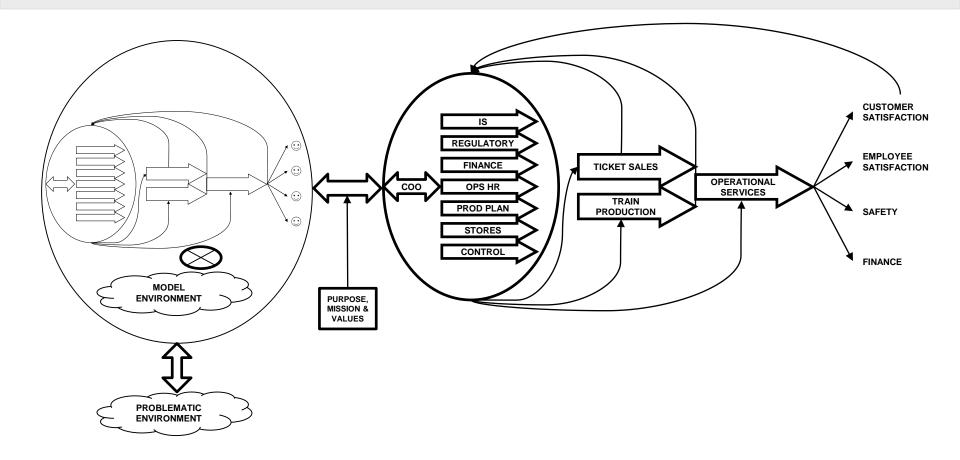




Fig 12.9 Integrated Businesses

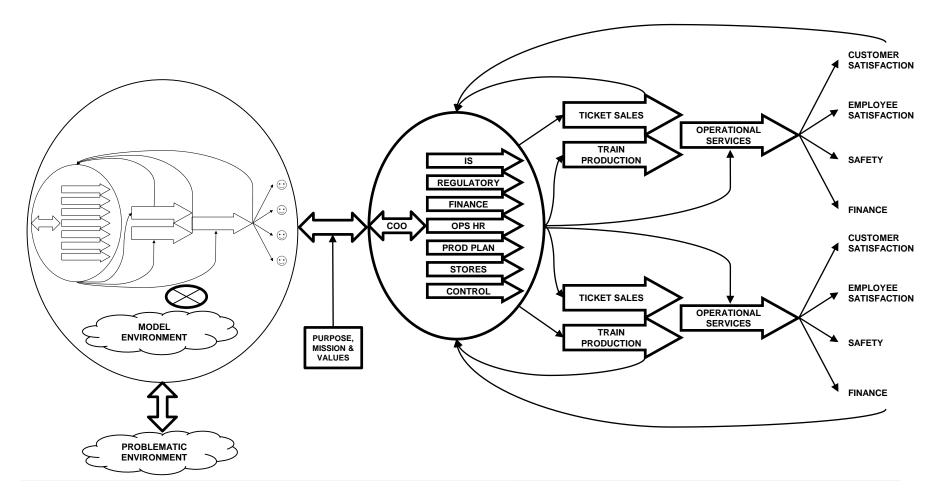




Fig 12.10 Delivering the Outcomes

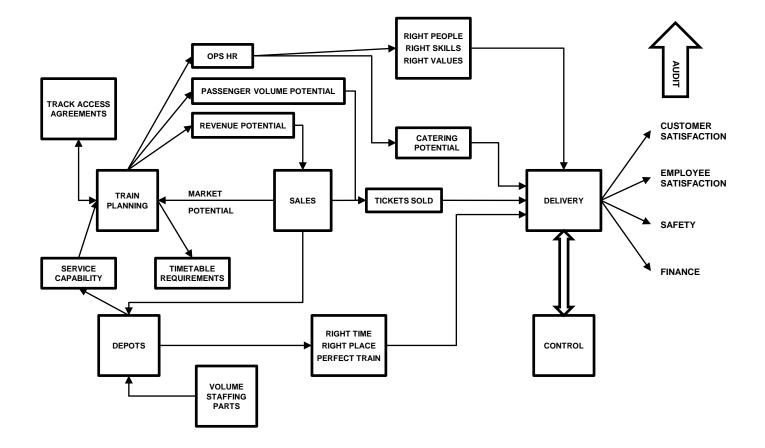




Fig 12.11 Linked Potentiometers

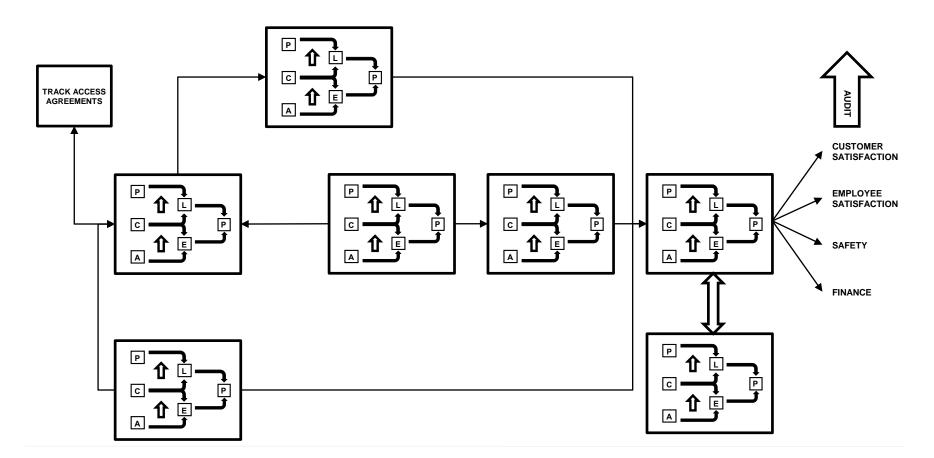




Fig 12.12 Measuring Performance

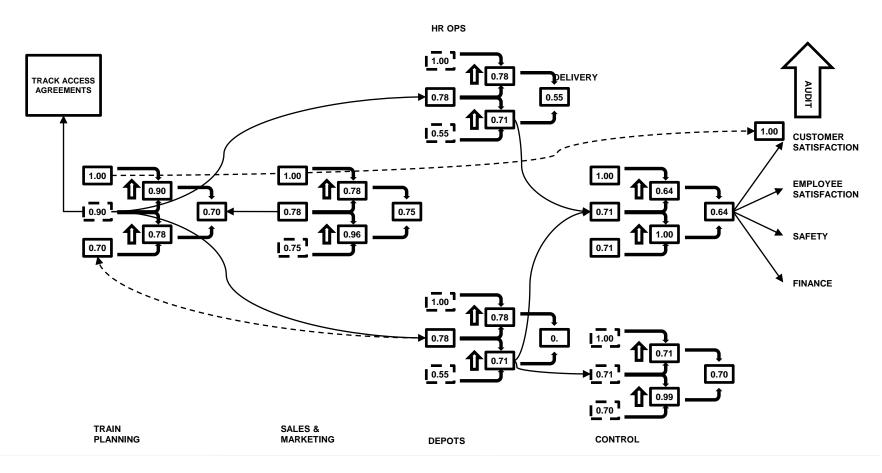




Fig 13.1 Dimensions of Economy and Freedom

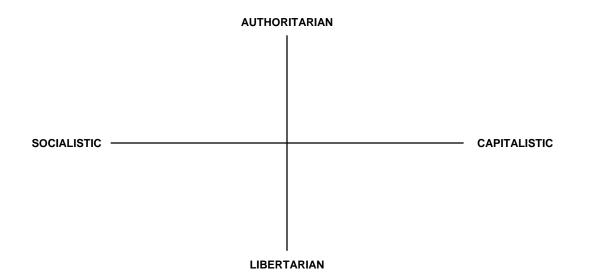




Fig 14.1 National Interdependencies

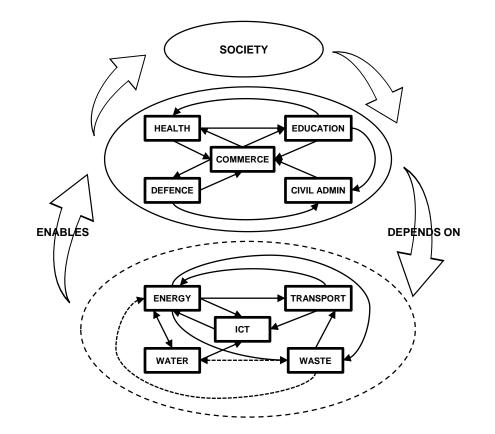




Fig 14.2 A Recursive Decision Structure

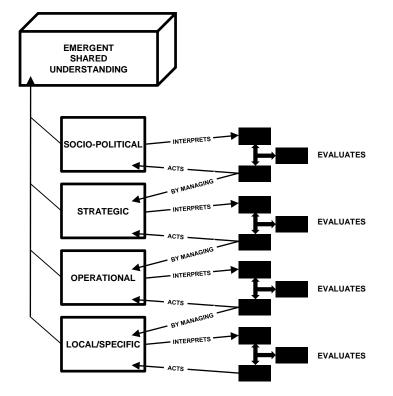




Fig 14.3 Asset Management Framework

INFRASTRUCTURE AVAILABILITY + SERVICE AVAILABILITY = JOURNEY AVAILABILITY (PROXY = DELAY MINUTES)

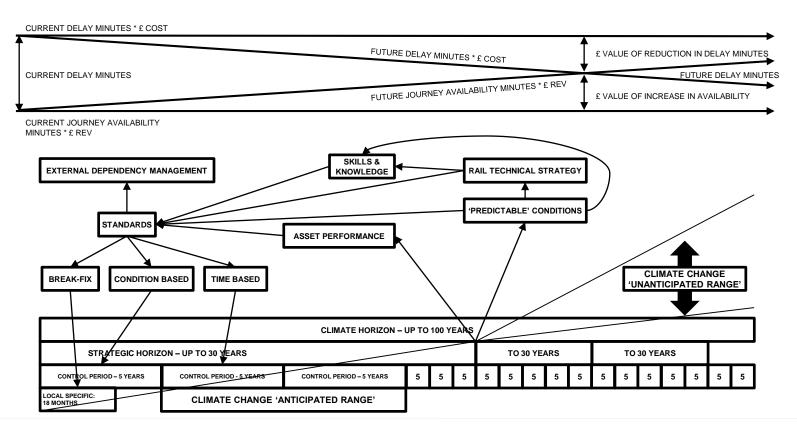
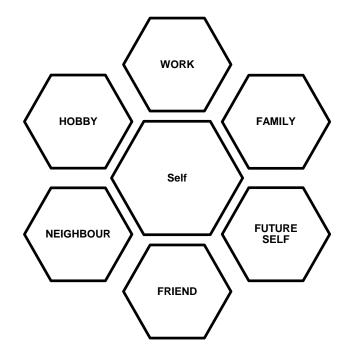




Fig 15.1 Self at the Centre of the Network



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Fig 15.2 Processes and Roles

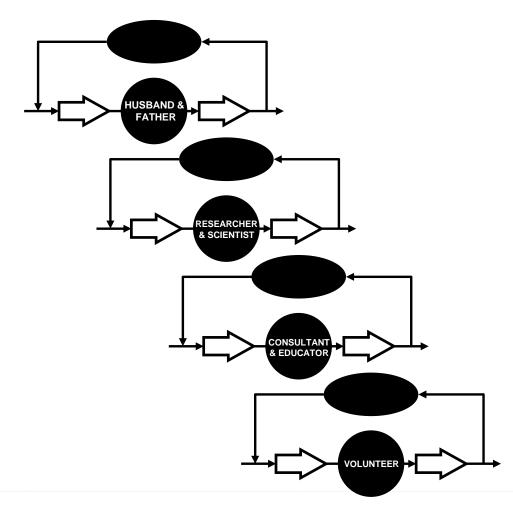




Fig 15.3 Managing my Selves

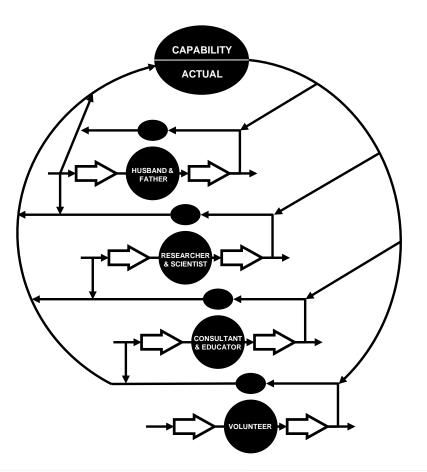




Fig 15.4 Enabling Value for the Individual

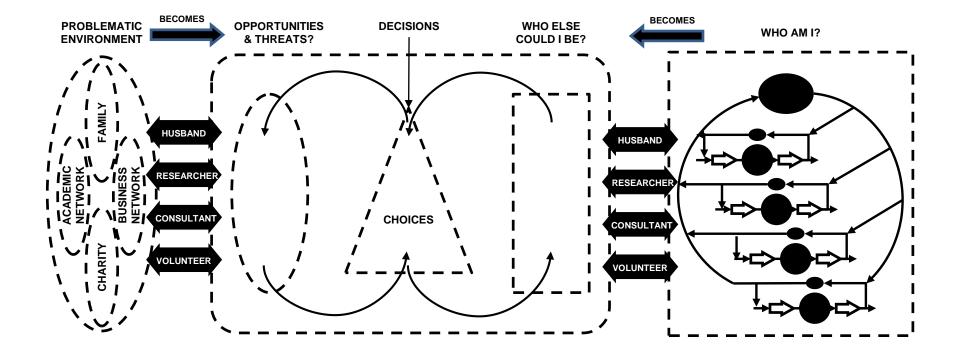




Fig 15.5 Autonomy

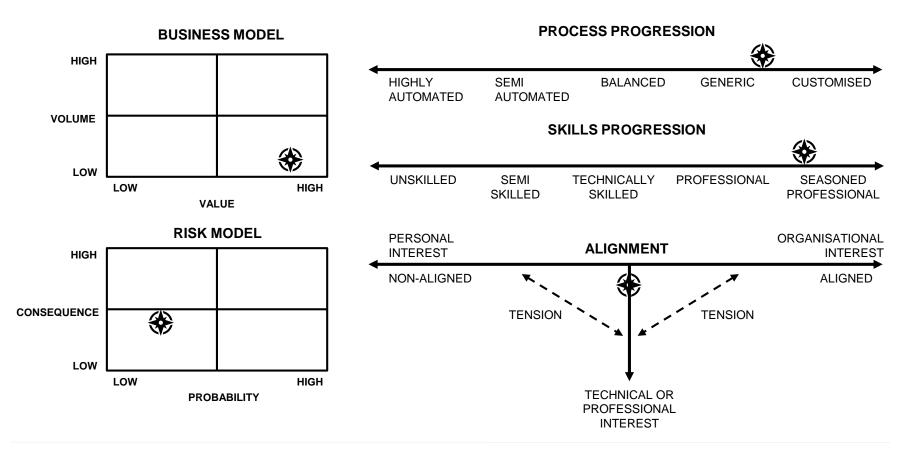




Fig 16.1 Developing a Shared Model

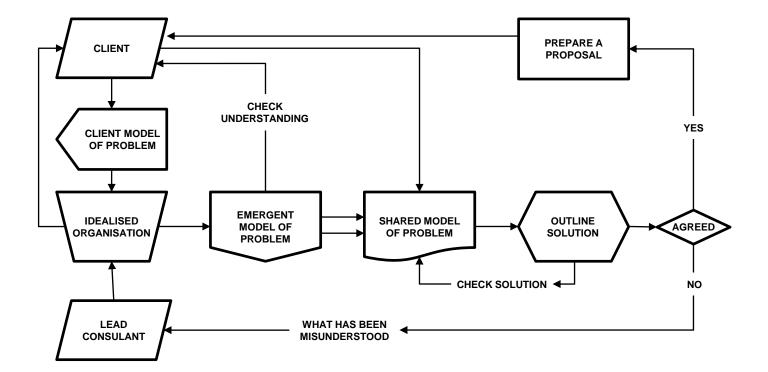




Fig 16.2 Diagnostic Process

