

## Document the most successful processes and the part people play



This is not an exercise in creating a job description but rather a way to understand more fully what happens on a daily weekly and monthly basis to create innovation in your social enterprise.

The four key areas of a business / company systems:

- People
- Delivery
- Monitoring
- Processes and technology. Select from:
  - process of drawing new ideas from outside the organization
  - systems for evaluating and selecting the new ideas to develop
  - routines underpinning the development of the innovation

This quick approach will help you focus limited resources and prioritise your strategic attention.

A fundamental step in building a repeatable systems and processes is to understand the best use of limited resources (people, money, time, focus). Ask your staff (in interviews, reviews, online or in surveys) to list what they consider to be the:

- 10 best systems in your enterprise, and why they are the best systems
- 10 fastest systems, and why they are the fastest systems
- 10 most effective systems (highest output) etc. , and why they are the most effective systems
- 10 most stressful, and why they cause the most stress and to whom
- 10 most wasteful, and why they are the most wasteful or inefficient systems

You may choose to use only one or two of these sets or questions. Choose what you feel is the most appropriate set of questions likely to give you a useful answer.

This activity should suggest to you which processes are important enough to emphasise as strategically important to your social enterprise. These are the processes you should develop into repeatable engines for innovation.