iMPi!

PRODUCT BROCHURE

Beware the lollipop of mediocrity; lick it once and you'll suck forever.

Brian Wilson (The Beach Boys)

INTRODUCTION

Welcome to impi!, an evolutionary business improvement system for the digital era.

impi! combines lean principles with leading quality management systems, making them productive through a collaborative cloud-based interface that integrates into your daily business operations.

With over 25 years of business systems development built into a next-gen integration platform, impi! is ready to transform your business into a purposeful, profitable and sustainable unit
- in other words: **excellent in every way.**

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WHY impi! ?

impi! was developed as a complete solution to the obstacles faced by execs seeking business excellence. It exposes core issues and replaces them with workable processes that are both practical in implementation and brilliant in theory.

What sets impi! apart?

impi! is the only integrated tool available where other products sit on a book shelf gathering dust, impi! is integrated into your business through an intuitive social media platform designed for business. This means impi! is always switched on, delivering content and facilitating development. It is not a programme, but a lifestyle of transformation that you are buying into.

impi! is low risk

There are no large upfront payments for a once-off content dump. With impi!, all the intellectual property is integrated into the social media platform and payment is made for six months of full access. If you're not satisfied after six months, you aren't forced to renew, allowing you to test the product.

Future proofed

impi! equips businesses and consultants to work together over long periods of time. Content is continually being added and adjusted so that the platform grows with your business. You will never need to go looking for the knowledge and processes needed to develop your business. All the content required is on the system.

Average people managing brilliant systems will always produce better results than brilliant people managing broken processes.

Fujio Cho, Toyota

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HOW impi! CREATES TRANSFORMATION

impi! delivers operational and organisational excellence to your customers by developing purpose, people and processes within your business.

Purpose

Management routines transform leaders who activate their thinking people by offering direction and resources, driving change, setting goals and giving regular feedback.

People

Led by a transformed leadership, thinking people become engaged and more competent. Empowered by effective processes, you will find employees become excited about their work.

Processes

A thinking people carefully design, standardise, operate, improve and sustain all processes to meet customer requirements successfully.

Purpose x People x Processes = Prosperity

The goal is to establish an enabling organisational structure for empowering employees with meaningful rules and procedures that become tools for reaching their targets and finding fulfillment in their work.

Typology of Organisational Design from Building Better Bureaucracies

SOCIAL STRUCTURE

TECHNICAL STRUCTURE

	coercive	enabling
high bureaucracy	**Coercive Bureaucracy** • Rigid rule enforcement • Extensive written rules and procedures • Hierarchy controls	**Enabling Bureaucracy** • Empowered employees • Rules and procedures as enabling tools • Hierarchy supports organizational learning
low bureaucracy	**Autocratic** • Top down control • Minimum written rules and procedures • Hierarchy controls	**Organic** • Empowered employees • Minimum rules and procedures • Little hierarchy

Paul S. Adler. 1999. Academy of Management Executive.

Every success story is a tale of constant adaption, revision and change.

Richard Branson

THE impi! PROCESS
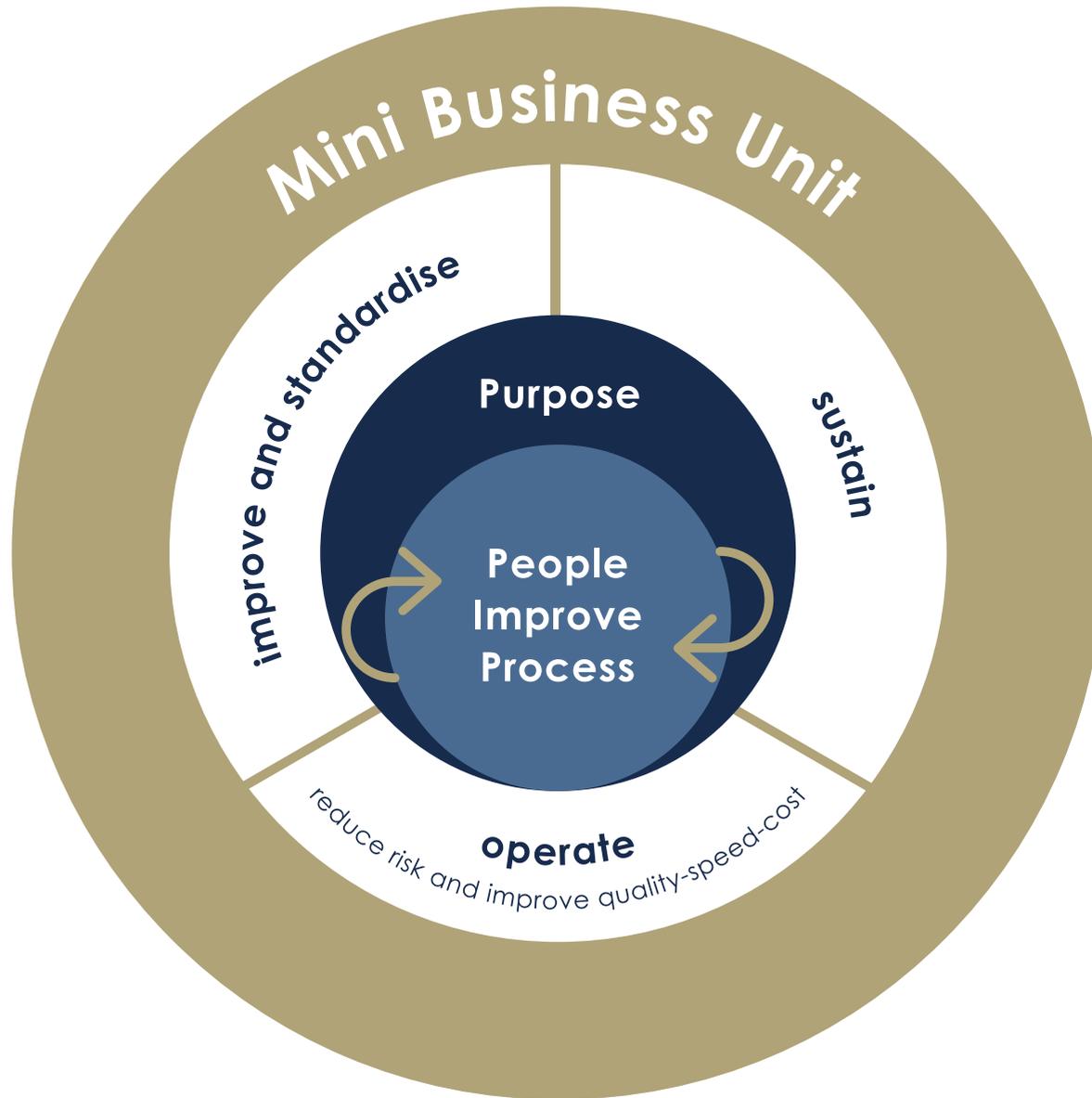
- collaborate on improvement projects (lean-6 sigma)
- long range planning: align and structure
- manage risk
- communicate
- solve problems
- escalate issues
- implement innovations
- task and make decisions
- manage customer/supplier relationships
- manage controlled documents
- set up and track KPIs
- coach
- train
- audit
- standardise meetings
- operate business processes

Long Range Planning

A process that delivers long-term plans for meeting future needs by answering the questions:

What business are we in? Where are we going?
What do we need to improve to get there?
Who is responsible?

We start by helping business owners and managers to understand and articulate their core objectives and strategic thrusts.

Catch Ball Process

A collaborative process that ensures goal setting at all levels with vertical and horizontal alignment. It begins by breaking down strategic objectives into operational objectives and agreeing on how to get there, down the management chain with consensus between leaders and employees under them.

Mini Business Units

Accountability structures are developed and sustained through regular meetings using charts that make performance visible. Mini business units are established. Team leaders are active in the meetings of the business unit directly above, maintaining goal alignment at every link in the chain.

This helps managers and employees to understand what is going on in the business and shine a light on situations that require problem solving activities.

Improvement Routines

Improvement projects, problem solving, and innovation is ongoing through these routines. Answering the questions: "how can we do better?" and "how are we going to get there?" This is the integration aspect of Impi! and it drives daily behaviours, disciplines and actions.

Quality Management Systems

These systems are implemented within the organisation to maintain quality of output. The systems include document management, auditing, nonconformity management and risk management with some of the systems focused on leadership development and coaching.

All solutions support the business management systems and are aligned with ISO 9001:2015.
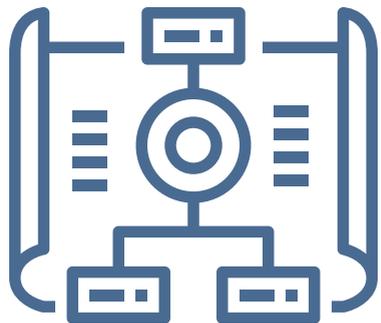
It is not necessary to change. Survival is not mandatory.

W. Edwards Deming

INTRODUCING TEAMPAGE

TeamPage is the backbone of impi!, the home of all your content, documents and processes.

This intuitive program combines the best aspects of social media, project management software and authoring tools to create a comprehensive business solution that helps teams stay connected and accomplish their goals. Beyond the impi! content, this powerful suite of connected tools equips your company to operate at a new level of efficiency.

Maintenance

KnowledgeCentral427 ⚲ · Published Dec 2, 2017 · 9:50 am

Article   History

This is the top page for the knowledge center of the **Maintenance** process group. Tag for this process group is: **MAIN**

Service Level Agreements

(SLA) - Service Level Agreement - Production And Maintenance

(SLA) Service Level Agreement - Procurement and Maintenance & Service

⚠ **DRAFT** This article is pending approval.

Daily Routines

Daily Routine - Maintenance - Maintenance Assistant

Daily Routine - Maintenance - Maintenance Manager

⚠ **DRAFT** This article is pending approval.

Daily Routine - Maintenance - Maintenance Supervisor

Publish

Quickly capture and share content from any source, whether it's email, the web, Office documents, or other business systems.

Collaborate

Move your critical business communication out of email and into a system that makes it trackable, actionable, and findable later.

Manage

Make any business process smoother and more effective with integrated Project Management tools that scale from the everyday to the epic.

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THE COUNTERPOINT TESTIMONIAL

www.cpttrading.co.za

Counterpoint is an SME manufacturer based in Durban, South Africa and was started in 2005. They produce customized wipes and paper packaging by running 15 different manufacturing processes on a three-shift operation, six days a week, in a 4500m^2 manufacturing plant.

The Problem:

From 2009 to 2012, the company grew too fast, without foreseeing or understanding its weaknesses or how to overcome them. Running day to day without long-term objectives, Counterpoint was unable to sustain its growth. Without effective management systems in place, the company was experiencing severe information lags of two to three months at a time. The situation resulted in crisis management as the problems continued to stack.

The Solution:

As a final resort, impi! was implemented at Counterpoint. It brought direction back to the company, creating organisational purpose while instilling a long-term outlook. First signs of improvement were visible within six months. Solid internal controls were entrenched, empowering the organisation to weather external factors like economic downturns and fluctuating exchange rates. impi! created clarity, alignment of minds and activities, stability and agility in decision making.

The Result:

From 2013 to 2018 Counterpoint's turnover grew 144% while successfully overcoming three successive crises. The company is profitable and the business owners attribute these results to their investment in impi! and the effectiveness of its integrated approach.
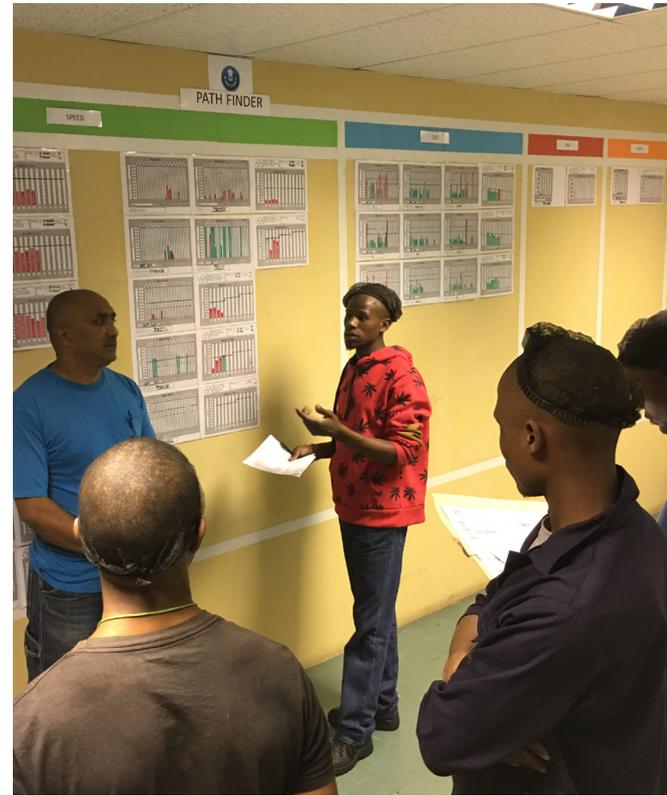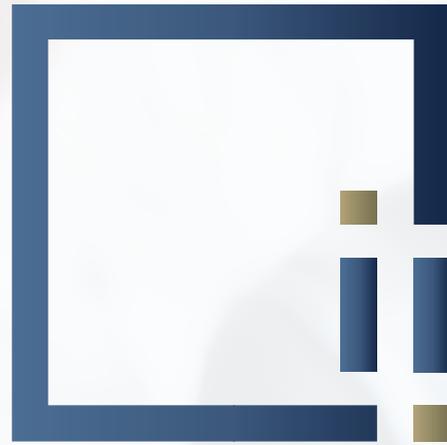
impi! is both a method and a structure that has been integrated into our business, becoming its own management system with the tools to support it. It has shaped the DNA of Counterpoint, laying the foundation for our current and future success.

Ruben van Wambeke (Counterpoint Financial Director)

iMPi!

INTEGRATED BUSINESS TRANSFORMATION

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