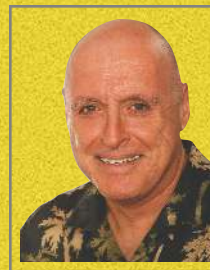## # 1139   Are You Operating With Unnecessary Complexity?

Whether you work for the private sector, GovGuam, the civilian federal government, or the military, you generally will have a set of standard operating procedures as well as a number of processes for getting work done. When is the last time your organization went through all that stuff to see if those procedures and processes are still best serving your interests and those of the people you serve? I'm Jerry Roberts and we'll dig into that, next, on The Extra Point.

I'm sure the term "quality control" was already in place well before I entered the workforce. There has always been somebody in place to judge whether our output is good enough.

Over time, the QC police began to develop advisories known as standard operating procedures, also known as policies, and methods of operation which we call processes.

These SOPs and the various processes are often found in huge binders in the HR office, and likely in the office of most managers. They train the front line on all of it — or not — and for better or worse, and whether followed closely or not, those documents more or less run the house.

Question 1, when is the last time you opened those binders and examined all of those things to see if they're still the best way to go?

Question 2, do you ever allow comments from anyone and everyone who is governed by all of it, on the off-chance that somebody will have a better idea? Is there a way to simplify the way your group does business?

Unnecessary complexity is a plague on too many organizations in all sectors. Most have been operating from information that was put together years ago, maybe decades. I've had people in training courses tell me they can't understand why certain directives are in place

as they don't make sense, don't work, or are in need of updating. I've also had some tell me that they and their teams simply ignore what is in writing, and do what they know will get the job done, satisfy a customer, etc.

When it comes to processes, you might have input from multiple departments on the method, all approving it. However, by the time it gets to the person who has to do the work, it makes their work harder, not easier. Question 3, why not ask those people whose job is impacted by decisions to give their input before you make a decision final?

I've told the story of my boss, Big Ed, who encouraged everybody in the shop to test new ideas in order to possibly set a new standard. In Ed's world, SOPs and processes were only in place until somebody came up with something better. That's a lesson I have never forgotten.

My guess is that you and your teammates will likely be served by examining all of the things that govern your workplace. You don't have to do it all at once, you can take it in chunks. If your employer has never done any work on updating this information or it's been years, go easy and make it a three- or six-month project to go through everything.

Eliminate what is unnecessarily complex, or outdated, or no longer makes sense for your operation or your customers. You'll never regret simplifying your business.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com