

Attributes of 21st Century World-Class Organizations

- #1 Culture emphasis is at their core.
- #2 They recognize that conventional wisdom is often misleading.
- #3 They understand that clear success patterns define "winning" organizations.
- #5 Persistence is vital to them.
- #11 The power and value of people is revered.
- #14 Institutional and personal values are well-known and a source of pride and feelings of well being.
- #15 Diversity is honored, revered, and applied. It is never discouraged, depreciated or denigrated.
- #21 They think globally and act locally. The best example is that they spend more time than their competitors providing meaningful education.

For a complete list of the "21 Attributes" please contact SOS Ltd.

"The thing I have learned at IBM is that culture is everything."

Louis V. Gerstner, Jr. former CEO IBM

Are you purposely shaping your culture?

SOCIAL OPERATING SYSTEMS. . .

Educates organizations about culture

Defines optimal organizational culture

Creates customized Culture Barometers™

Measures organization culture

Generates clear results

Develops action plans for improvement

Provides on-going support

Social Operating Systems LTD.
www.culturethesos.com
Donald Eckenfelder, CEO

A New Idea

OPTIMIZE HUMAN POTENTIAL BY

Defining
Measuring
and Managing
Company Culture

"The only thing of real importance that leaders do, is to create and manage culture. If you do not manage culture, it manages you."

*Edgar Schein
professor MIT Sloan School of Management*

SOCIAL OPERATING SYSTEMS
Culture predicts performance. Measure it.

The right culture is the driving force that takes organizations from ordinary to extraordinary.

Social Operating Systems, through years of experience working with organizations of all sizes, has taken the “Attributes of 21st Century World-Class Organizations” and distilled them into a measurement tool, the Culture Barometer for Organizational Excellence. A simplified version of the barometer, called the Organization Culture Scorecard, is here for you to evaluate the cultural strength of your own organization.

For each numbered item on the scorecard, read the descriptions on each end of the spectrum and choose a number between 1 and 10 that best describes your organization. Then add up your total. Are you where you want to be?

“If you can’t measure it,
then you can’t manage it.”
Peter Drucker

ORGANIZATION CULTURE SCORECARD

Using the Culture Barometer®

Ten Commandments
to Optimize Enterprise

Lowest Maturity



Highest Maturity

1	NEVER “SHOOT THE MESSENGER!”	Errors are ignored; mistakes are punished; reporting is discouraged.	0 1 2 3 4 5 6 7 8 9 10	Well-intentioned mistakes and good tries are often rewarded.
2	ONLY RESPOND TO ROOT CAUSES.	Rewards are based on reaction, not reasoned results.	0 1 2 3 4 5 6 7 8 9 10	Management uncovers real causes. Then they diligently redesign systems.
3	DO IT RIGHT THE FIRST TIME.	Speed and quantity count. No one really cares about rework and its costs.	0 1 2 3 4 5 6 7 8 9 10	No finished product inspection is needed. Quality is tops.
4	EVERYONE NEEDS TO BUY-IN.	Management sets objectives. Workers are never consulted and rarely informed.	0 1 2 3 4 5 6 7 8 9 10	Employees are seen as full partners. Everyone’s ideas get the same respect and attention.
5	ABOVE ALL, KEEP IT SIMPLE.	Volume is valued above brevity – complexity over clarity.	0 1 2 3 4 5 6 7 8 9 10	Excessive communication is avoided. Management is compulsive about clarity of messages.
6	LEAD WITH SAFETY.	Safety is not an important part of business success.	0 1 2 3 4 5 6 7 8 9 10	Safety is seen as a profit center and a way to beat the competition.
7	LEARN FROM EVERY EXPERIENCE AND IMPROVE.	Knee jerk reaction is the predominant management method.	0 1 2 3 4 5 6 7 8 9 10	Everyone recognizes the need to grow a little each day. A disciplined response follows learning.
8	EMPLOY HEALTHY PEOPLE OR GET THEM HEALTHY.	Turnover is very high due to insensitivity.	0 1 2 3 4 5 6 7 8 9 10	Excellence in obtaining and growing top employees is the priority. Turnover is nil.
9	INSPIRE SOMEONE - ANYONE - EVERY DAY.	Working conditions are drab. Most people seem to be down most of the time.	0 1 2 3 4 5 6 7 8 9 10	Everyone enjoys coming to work. The work place is an incubator for talents and personal solutions.
10	ACT ON WHAT IS LIKELY TO HAPPEN, NOT WHAT HAS HAPPENED.	Discussions of the future are scoffed at. “What have you done for me lately” is all that counts.	0 1 2 3 4 5 6 7 8 9 10	Our company is widely admired. We have a culture that knows how to predict future events and act on them.

TOTAL SCORE: