

From command and control to communication and values

- Why are we here?
- Which values do we share?
- What are we trying to accomplish?
- What motivates people?



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Laboratory Management, 30 years ago

- The power of one
- Very strong hierarchy
- Machine metaphors
- One brain, do what I tell you to do
- Passive, frustrated employees



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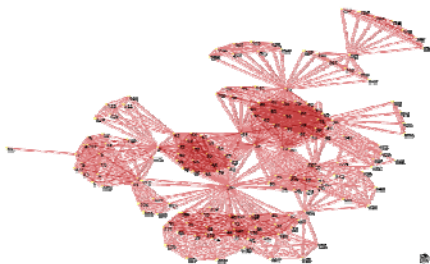
Organisation Organism



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Laboratory Management for the Future



- The power of many
- Flexible organisation
- Organic metaphors
- Using many brains creates more value
- Well educated, engaged and responsible people



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New demands – Need for changes



- Change management
- Internal focus change to customer focus- *look through the key-(w)hole*
- Customer satisfaction
- Service excellence

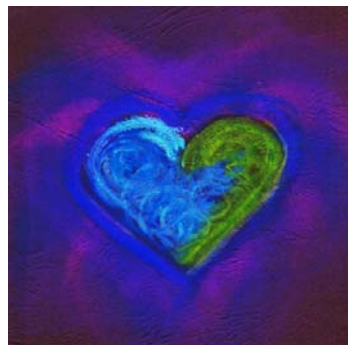


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Service Evolution by Empowering People

- Touch the hearts of people
- Create a culture of improvement
- Use the voice of the customer
- Coach people to redesign their own processes



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Learn as you Go.....



- No *overarching* plan in uncertain times
- Creating conditions
- Actions and PDSA-cycles
- Reflect on results
- Manage the unexpected
- Redesign if needed



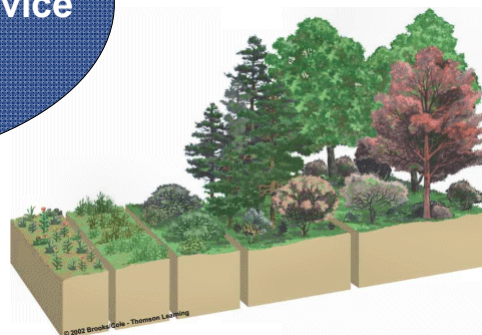
March 3-4
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