

# Appendix 2

## (MELTON) EXTENDING TO EXCELLENCE “E2E” (ME2E)

### Building from ‘Turning the Tanker’ – Completing the Picture

<u>“Making Good, Better”</u>	<u>“Expanding the Comfort Zone”</u>	<u>“Two Steps Beyond” (It’s not madness)</u>
<ul style="list-style-type: none"> <li>• Sweep and Polish the dusty corners. They hold us back.</li> <li>• Get rid of the Ball and Chain. Challenge poor practice/poor performance.</li> <li>• Right First Time.</li> <li>• Make better use of technology to improve.</li> <li>• Giving an opportunity to create capacity.</li> <li>• Emphasis on Teamwork Working Together.</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on Productivity.</li> <li>• Harness new skills and Learn.</li> <li>• Create Confidence.</li> <li>• Encourage Empowerment.</li> <li>• Do things differently.</li> <li>• Tackling failure demand.</li> <li>• Resilience ready to cope.</li> <li>• Flexibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation.</li> <li>• Trying new ideas.</li> <li>• Permission to fail/learn.</li> <li>• Promoting Independence.</li> <li>• Reducing demand.</li> </ul>
Doing the right thing works.	Improving productivity.	CAN DO CULTURE

### Discussions

#### A. Underlying Corporate Issues Include:

- Culture (Training/Support/Change/Challenge/Celebrations).
- Budgets.
- Consultation and Engagement (Community Resilience).
- Partnerships (their place in our world).
- IT/Use of data (Big Data).
- Social Media (Messy world).

#### B. Underlying Management Issues Include:

- Communications – Messages; Profile; Influence.
- Capacity – mainly ‘ours’.
- Performance Management/Outcome focussed.
- Records – Building from Strengths – Procedures followed.