



OEP Reference from Toyota, April 2007

"We have used the OEP for two consecutive years, and have found it to be a dynamic tool to build a common understanding throughout our organisation of key strengths and issues from an organisational, team and individual level so we can move forward together to address them. The OEP diagnostics provide us with powerful insights into the things that we need to be concerned about - not just our culture but also strategic and planning issues, resourcing, systems and processes. The immediate availability of the results and the flexibility with which they can be viewed - from the "big picture", to the minutiae, and everything in between - is particularly useful, as we can easily drill down into the areas and to the level that we require.

Armed with the OEP baseline diagnostics and benchmark data, we can track and monitor our improvement progress, clearly identifying and addressing barriers as they arise.

Additionally, through the use of the OEP software Wizard, our people not only have access to their team's results, but the easy to use process guides them from discussion of the results to planning of countermeasures for problem areas. This in turn feeds into business improvement planning and implementation throughout our organisation.

The top down, bottom up OEP effectiveness improvement process continues to be a powerful (and in our experience, unique) process for helping build and maintain the highest levels of organisational performance."

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