

### ***OP3 Performance Modeling and Engineering System***

The OP3 Performance System combines performance and process knowledge in an innovative relationship that produces higher levels of productivity in business operations of all types. Through OP3, an organization assesses its existing systems, processes, and performance. The results can lead to needed process redesign and performance improvement strategies.

The OP3 system provides a proven protocol and special tools for systematically identifying, extracting, and synthesizing the competencies and best practices that produce expert performance. OP3 documents the best practices, develops a performance model that embodies the competencies and best practices, and then creates a training architecture that projects the desirable patterns for others to emulate through a structured and cost effective training process — a training process that dramatically saves time and money.

Through OP3 an organization establishes a technical training system that accomplishes four major goals: (1) Build a performance system that improves and sustains organizational performance, (2) empower key members of the organization to teach, coach, and implement OP3 systems, (3) develop high performing employees and quality systems processes through OP3 training programs, and (4) equip leaders to ready their organization for change.

#### ***OP3 Features...***

- Examine environmental factors that support or limit high performance.
- Identify and analyze relevant core competencies of experts (motivation, knowledge, skills, thinking processes).
- Identify, record, and standardize core operational processes that achieve the business goals.
- Identify potential for improving performance.
- Reengineer performance components and operational processes.
- Employ Lean/Six Sigma<sup>SM</sup> where necessary to improve business processes.
- Transfer knowledge, skills and best practices through a combination of documentation (electronic or hard copy), e-learning, classroom training, and coaching.
- Advise management on restructuring work environment to support high performance.

### ***OP3 Results...***

- Identify correct mix of performance competencies with job demands.  
Performance is a function of the person and the environment. A performance model would not be plausible unless it embodied both aspects.
- Deconstruct complex skills into simpler descriptive operations.
- Build core competencies through specialized training and coaching programs.  
Experts possess knowledge and skills that others do not. OP3 extracts, restructures, and transfers key aspects of expert performance to novice and apprentice personnel.
- Identify and select applicants with innate performance qualities.
- Optimize and standardize operational processes — produces consistent, cost effective results.
- Provide mentors and coaches with valid performance models to teach and guide promising learners.
- Improve learning using multimedia training support — electronic, classroom, coaching, and hard-copy documentation.