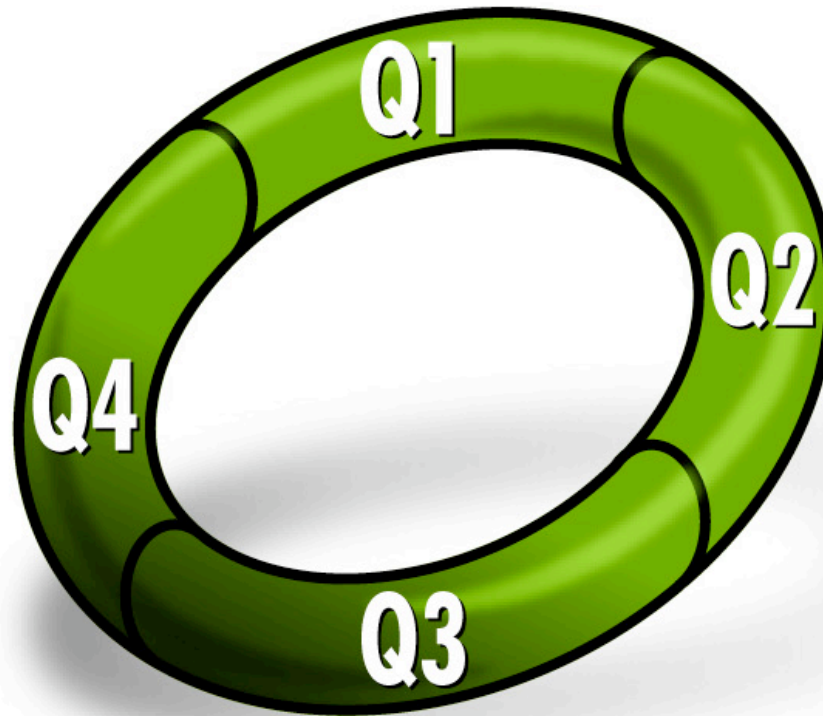


The Four Pull QuestionsSM

Define Pull

What is the purpose?



What are the measures of success?

What is the frequency of measurement?

What is actually being measured?

Things We

DO

SAY



Align people. Ignite performance.

www.pullthinking.com

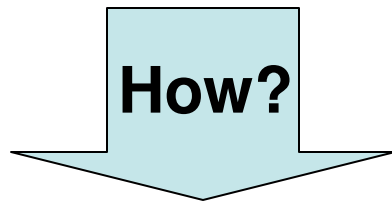
© 2001-2009 Alignment at Work, LLC. All rights reserved.

Creating a Service Flow Pull StructureSM

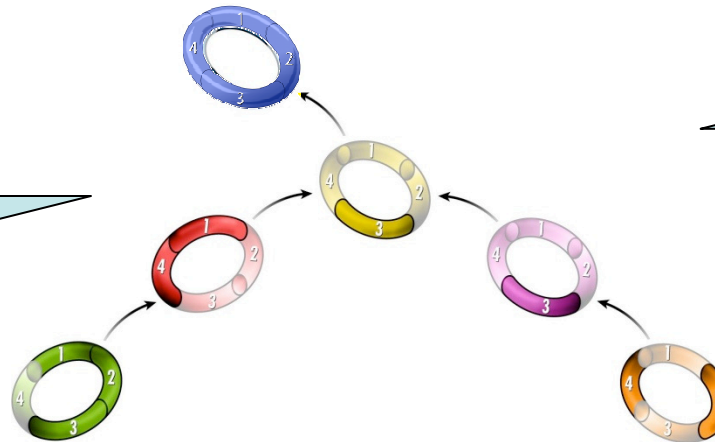
Start with the Pull of the Customer



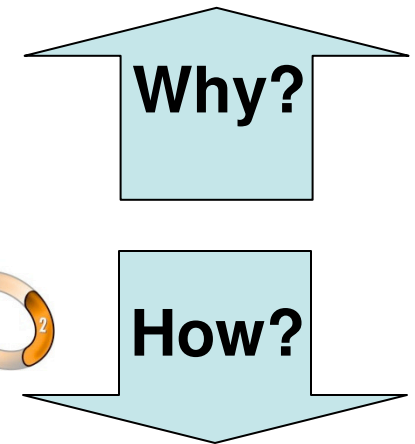
Ask “How” to add supporting links



Build it



Check by asking “How” & “Why”

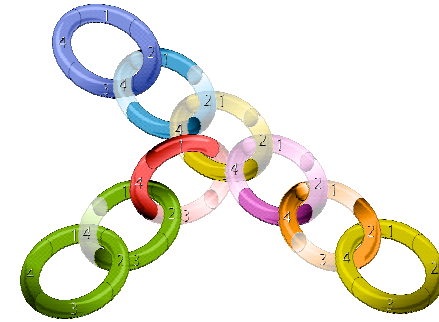


What is the Cost of Misalignment?

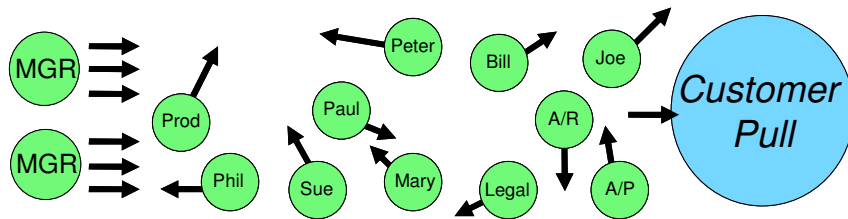
Misalignment



Alignment



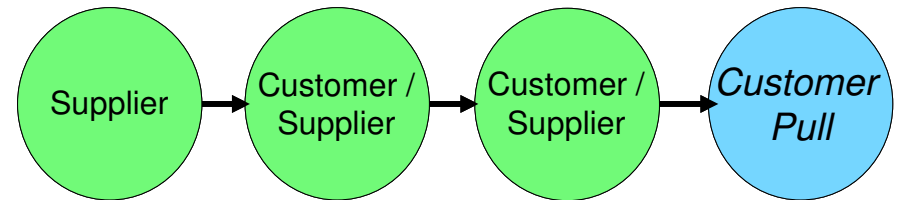
Rules, Policies & Directives



Supervision

Managed Service Flow

Rules, Policies & Directives



Supervision

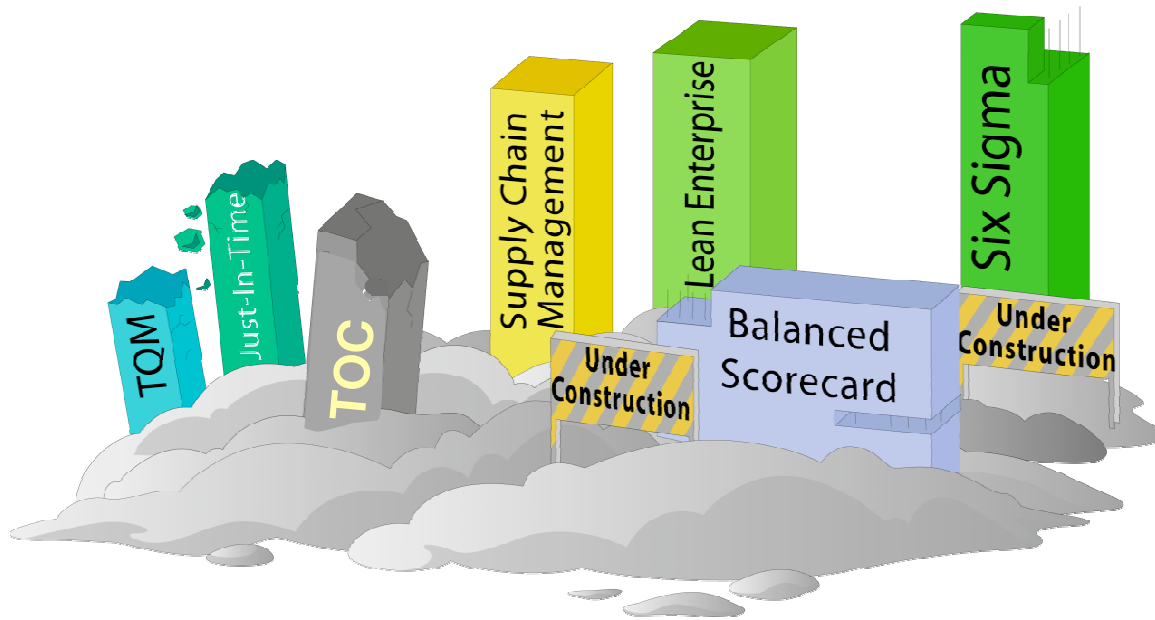
Flow of service



Align people. Ignite performance.

www.pullthinking.com

© 2001-2009 Alignment at Work, LLC. All rights reserved.



Choices

