



The 4 Disciplines of Execution™



ACHIEVING ORGANIZATIONAL GREATNESS THROUGH FOCUSED EXECUTION.

BREAKTHROUGH RESULTS WITH THE 4 DISCIPLINES OF EXECUTION

“Seventy percent of strategic failures are due to poor execution... it’s rarely for lack of smarts or vision.”

—Ram Charan

BUSINESS EXECUTION

Executing on strategies that require a change in human behavior is a leader’s greatest challenge. *The 4 Disciplines of Execution* enables you to execute with extraordinary efficiency in the midst of a myriad of distractions.

Productivity Results

ORGANIZATION	RESULTS
Largest energy provider in Denmark	Improvement in EBIT of 2–4 million Danish Kroners (\$500,000 to \$1 million, depending on the market prices of electricity) after six months of implementation.
6,000-person professional-services firm	128% increase in offshore coding volume in nine months.
Mining company that produces 10% of Mexico’s electricity	108% improvement in EBITDA, 21% increase in production and 70% reduction in accidents requiring medical attention.
International smelting facility	86% production increase, exceeding goal by 4,000 metric tons and resulting in an additional \$8 million increase in revenue.
1,000-person heavy-equipment manufacturing division	400% increase in EBITDA in one year.
State Bureau of Investigations	Reduced the duration of time to process fingerprints for applicants from 12 to 2 days.
3,000-bed medical facility	40% reduction in patient-transport time across all areas within six months.
Fast-growing software company call-center	60% growth in new-client acquisitions.
International chemical and compound manufacturer	Grew volume 42%, and increased of EBIT 11%.
512-bed hospital serving 22 counties	173% increase in operating margin.
Global company employing 70,000+ employees	42% improvement in operational performance of key service areas within the Technology organization.

The results you see here are a sampling of extraordinary performances from FranklinCovey clients that have implemented *The 4 Disciplines of Execution* through the *4DX Manager Certification Process*.

Cost Savings

ORGANIZATION	RESULTS
State Human Resource Department	Received \$4 million benefit from reduction in food-stamp error rate.
Metropolitan hospital	52% reduction in peri-operative incidents.
Large pharmaceutical company	Reduced quarterly product-pricing implementation schedule from 15 to 8 days, increasing sales by \$10 million annually.
State Department of Family & Children Services	60% reduction in recurrence of substantiated child maltreatment (across the entire state) in eight months.
One of the world's largest carpet manufacturers	50% reduction in Six Sigma project-completion time.
1,300-employee mail and package delivery public agency in the Midwest	25% reduction in overtime pay, saving the division \$314,000 within 12 months.
Synthetic-materials manufacturer	\$500,000 savings in production cost and a 90% reduction in customer complaints in two years.
State Department of Human Resources	Reduction in automobile accidents with state transport vehicles from 546 to 300 to 100 over three years, resulting in \$1.5 million savings in annual automobile insurance premiums.
Tenth largest pharmaceutical company in the world	Implemented supplemental-rebate reduction efforts and achieved \$570,000 in annual savings.
State Department of Corrections	\$60 million savings in operating improvements.
Global power producer	\$3 million cost savings with High Horse Power service division within three months.
Multi-campus medical center	43% reduction in storage expense by digitizing and destroying 10,000 medical records.
International pharmaceutical manufacturer	Identified and addressed product-rebate saving issues, generating \$6 million in annual savings.
Multi-state electricity provider	Cost of capital savings of approximately \$47 million over three years.
2,600-acre foliage and plant-bedding business	Increased preventative maintenance from 50% to 92%, creating a cost savings of over \$600,000 within 10 months.

Employee Engagement or Customer Service

ORGANIZATION	RESULTS
Cleaning-products manufacturer	\$2.5 million reduction in controllable cost to manufacturer.
One of the world's largest grocery-store chains	Increased customer-engagement scores from 51% to 74% in six months in Southeastern Zone.
Midwestern state-hospital unit	Increased Press Ganey patient satisfaction percentile from 20th to 60th.
Hotel chain with more than 4,000 locations	Achieved its highest employee satisfaction in the history of the hotel within eight months.
200,000-employee high-tech manufacturing firm	Two global divisions of 10,000 employees each have gone from red to black in less than one year.
Largest hotel in U.S. (outside of Las Vegas)	21-point (50%) increase in guest satisfaction within six months.
Not-for-profit healthcare network	Improved in-patient satisfaction from the 26th percentile to the 76th percentile within four months.
One of the nation's largest conference hotels	73% reduction in guest-reported problems.
International pharmaceutical manufacturer	24% improvement in on-time delivery, setting a new record for the manufacturer.

Execution is the most relevant business issue today.

Great organizations are able to actually execute and deliver strategies that produce world-class results. It is this ability to execute that separates the good from the great.

The 4 Disciplines program is a methodology to:

- Achieve world-class, consistent execution of critical goals—every time.
- Increase morale significantly while increasing accountability.
- Develop your next generation of senior leaders.

SOLUTION

The 4 Disciplines of Execution: Manager Certification is not just for business-strategy development, it gives an organization an operating system for executing on its highest priorities again and again. It enables leaders at all levels to create transparency, accountability, and true employee engagement. But most importantly, it delivers results!

Give your managers the knowledge and tools they need to execute on your top priorities.

For more information about FranklinCovey's *The 4 Disciplines of Execution: Manager Certification*, contact your client partner or email 4disciplines@franklincovey.com to be put in touch with someone in your local area who can answer any questions.