

# An Energized Presentation for Your Upcoming SHRM Meeting or Convention

BREAKING BOUNDARIES for **Operating Excellence**  
... Building a High-Performance Work System

*We Present Actionable Information  
That Drives Operating  
Performance to New Heights!*

This Presentation is for HR Leaders Seeking Exceptional Performance in:

- Employee Productivity
- Cost Efficiency
- Quality
- Safety
- Material Utilization
- On-Time Performance
- Profitability, etc.



Bovino Consulting Group is also  
an HRCI Approved Provider



(208) 765-3344

[www.bovino-consulting.com](http://www.bovino-consulting.com)

# A High-Performance Work System

## Incentives Matter...They Drive Performance

Bovino Consulting has proven, time-after-time, that well-designed incentive pay plans will positively change employee behavior and quickly, significantly and on a sustained basis, improve operating performance and profitability.

The harsh cold reality is that many companies (with good intentions) establish incentive plans that routinely have the same fatal flaws in plan design, communication and implementation. Vince shines a bright light on the common fatal flaws that kill a Plan's effectiveness.

## Presentation Objectives

- Define the four major components of the High-Performance Work System and (most importantly) describe how to link the components into a single initiative to significantly improve operating performance and profitability;
- Present seldom used, but effective leadership actions to capture the human potential like never before;
- Encourage leaders to think differently about Measures & Metrics, Incentive Pay, Performance Communication and Performance Improvement Teams;
- Inspire and energize leaders to go beyond the “talking stage” and take action.



**20% improvements in  
operating performance  
in one year  
with no capital  
improvements IS  
achievable**

## Presentation Summary

1. *The talk begins with a fast overview of the untapped and underutilized potential in every company. **The painful truth is, the most important measure that drives business success is always the underperforming measure ... Vince will present the data.***
2. *Extraordinary operating performance results are presented through case studies.*
3. *Vince makes it simple by discussing: The core Plan Design Features ... how to get employees to take ownership of the Plan ... building a Plan that is good for shareholders ... good for employees ... and responsive to customers' needs.*

4. Throughout this presentation Vince highlights smart decisions made by smart executives in the search for operating excellence.
5. Next up ... the most critical point of the presentation: Vince dives deep into the following four (4) components of the High-Performance Work System and explains how to link them together:

**Measures & Metrics:** A well-designed Plan has 4 to 7 well-thought-out Key Performance Indicators (KPIs) that measure outcomes or results ... not activities. KPIs are the macro business unit level (plant, mill, refinery, etc.) measures that drive success and support strategic goals. Vince provides examples of KPIs from different industries.

**Incentive Pay:** The first law of economics IS NOT “Supply and Demand”, IT IS “Incentives Matter”. The search for operating excellence demands an Incentive Pay System that is perfectly linked to the KPIs. The 18 Guiding Principles for Designing an Incentive Pay System are presented.

**Performance Communication:** Effective Performance Communication must be simple, consistent, credible, understandable, VISUAL and linked to the KPIs and the Incentive Pay System. Vince describes a communication model to get and keep employees informed on a near real-time basis. He introduces “SMART TALKS” ... A series of 10-12 online, on-demand, company-specific, animated and narrated explanations of key aspects of a Plan. The use of the Internet, email and apps are also explored.

**Performance Improvement Teams:** The heart of the system. Employees’ ideas to improve the KPIs must be captured, evaluated, and (where appropriate) implemented. A complete anatomy of the Performance Improvement Team structure ... from the number of teams to team training and team accountability is clearly defined. Vince explains why companies’ suggestion boxes should be burned.



# Meet the Presenter...Vince Bovino

## Vince Bovino

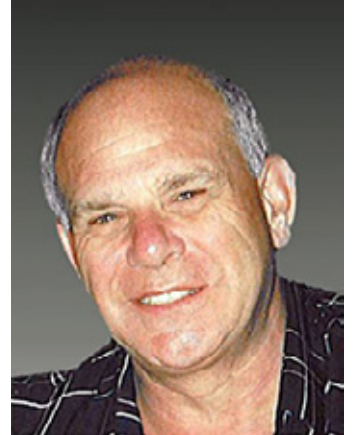
Vince is a management consultant and founder of Bovino Consulting Group. He is a facilitator for Productivity & Quality Improvement, a catalyst for organization change, a dynamic seminar leader and public speaker.

Vince and his team have developed a powerful and effective High-Performance Work System (supported by a Gainsharing Incentive Pay Plan) that quickly produces significant and lasting operating performance improvements.

Vince frequently speaks to corporate leaders, professional business groups and associations. He is a voice for “**Operating Excellence**” that has been heard throughout the United States and Canada with additional speaking and consulting experiences in South America and Australia.

His presentation is a fusion of the lessons learned from 250 plus consulting assignments in major industrial settings. Vince’s model for “**Operating Excellence**” is anchored in experience ... not in theory. His model drives results and outcomes ... not activities.

Prior to forming Bovino Consulting Group he was the Vice President of Human Resources for Bunker Limited, Employee Relations Manager for Standard Oil, Boise Cascade Corporation and General Cable Corporation.



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