

FROM NO STRUCTURE TO CENTER OF EXCELLENCE-LED COMMUNITY

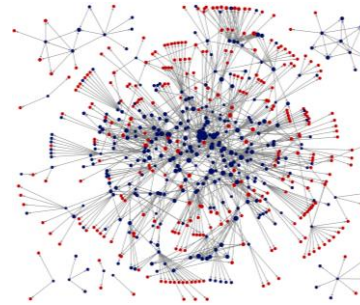
An INNOVISOR case available on www.innovisor.com/insights

CHALLENGE UNCLEAR COMMUNITY



- A community within a global manufacturing company focused on product management. They struggled with global collaboration and alignment
- It was not clear who was involved in the community and the extent of their involvement
- Innovisor was asked to map the involvement and collaboration in the community – particularly across business units and regions

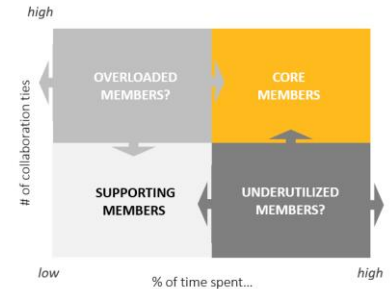
INNOVISOR INSIGHT 50% OF COMMUNITY UNKNOWN



Community members:
● Known
● Unknown

- The data confirmed the lack of knowledge around involvement in the community
 1. The community was found to be twice the size of what was initially laid out by management
 2. Community members did not know if they were supposed to be involved and how much
 3. Less than **50%** knew where to find relevant data and information
 4. There was **zero collaboration across geographical regions** in the community

ACTION COHESIVE COMMUNITY



- Establish a Center of Excellence structure to facilitate collaboration and best practice sharing in the community:
 1. Use network insight to select the **core members** for the Center of Excellence
 2. Task the Center of Excellence with establishing clarity around information sharing
 3. Use network insight to select **supporting members** who need to be involved in the community
 4. Communicate clearly how and when they should be involved