State of Business Agility

PRESENTED BY

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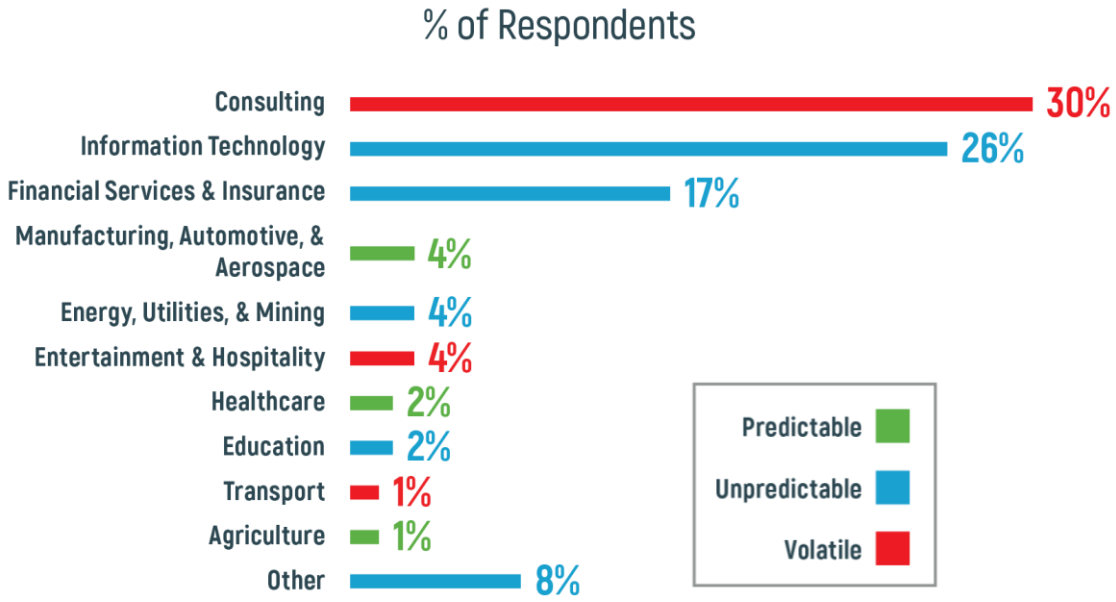
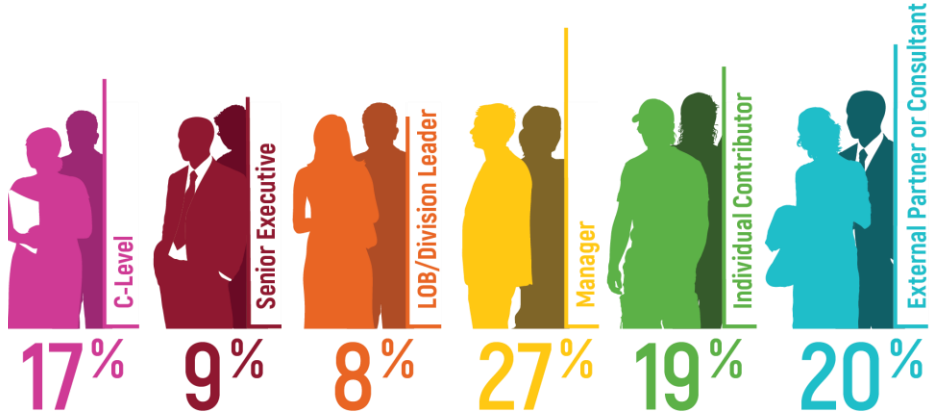
agilityhealth® enabling business agility

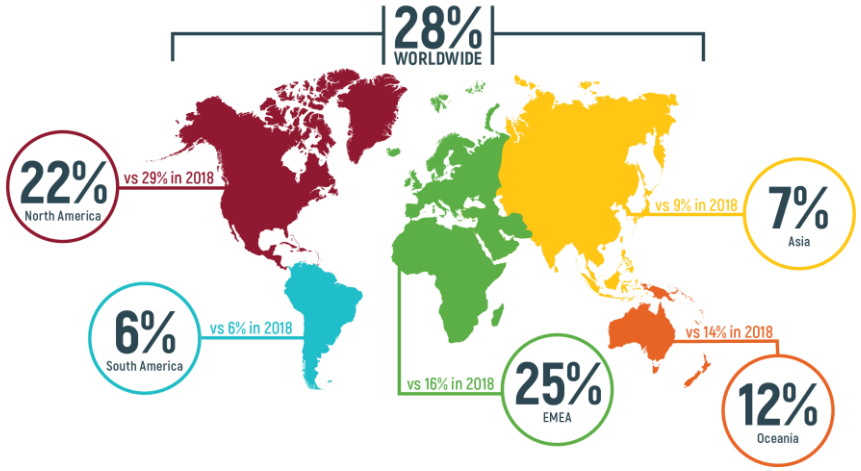
BUSINESS AGILITY INSTITUTE

What have you actually done that has accelerated your Business Agility journey?

THE BUSINESS AGILITY REPORT

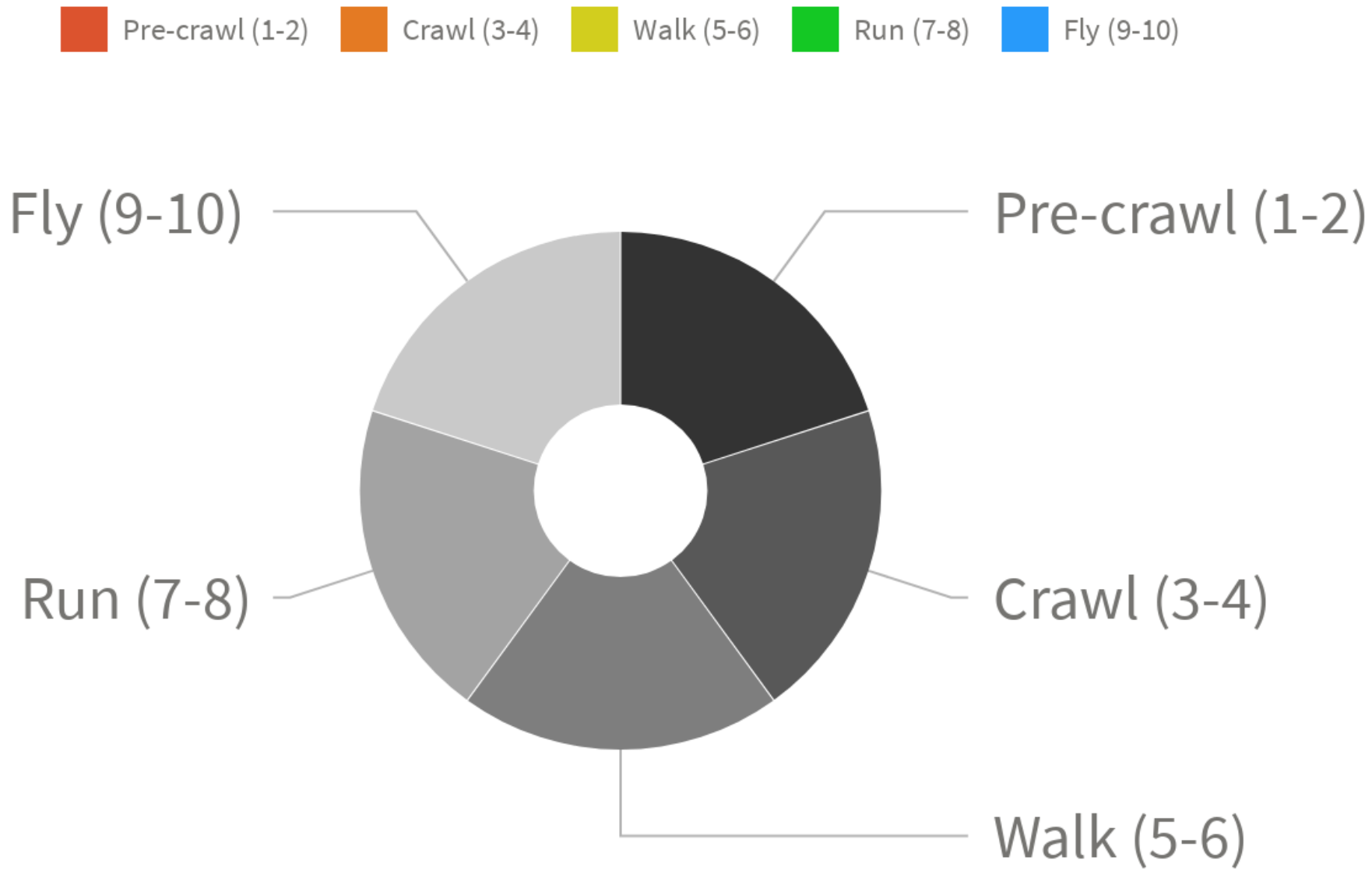






LEADERSHIP
STRATEGIC AGILITY
ONE TEAM
PEOPLE MANAGEMENT
BOARD
PARTNERS
CUSTOMER
WORKFORCE
INDIVIDUALS
GROWTH MINDSET
OWNERSHIP & ACCOUNTABILITY
CRAFT EXCELLENCE
OPERATIONS
ENTERPRISE AGILITY
PROCESS AGILITY
STRUCTURAL AGILITY

How would you rate YOUR Business Agility maturity?



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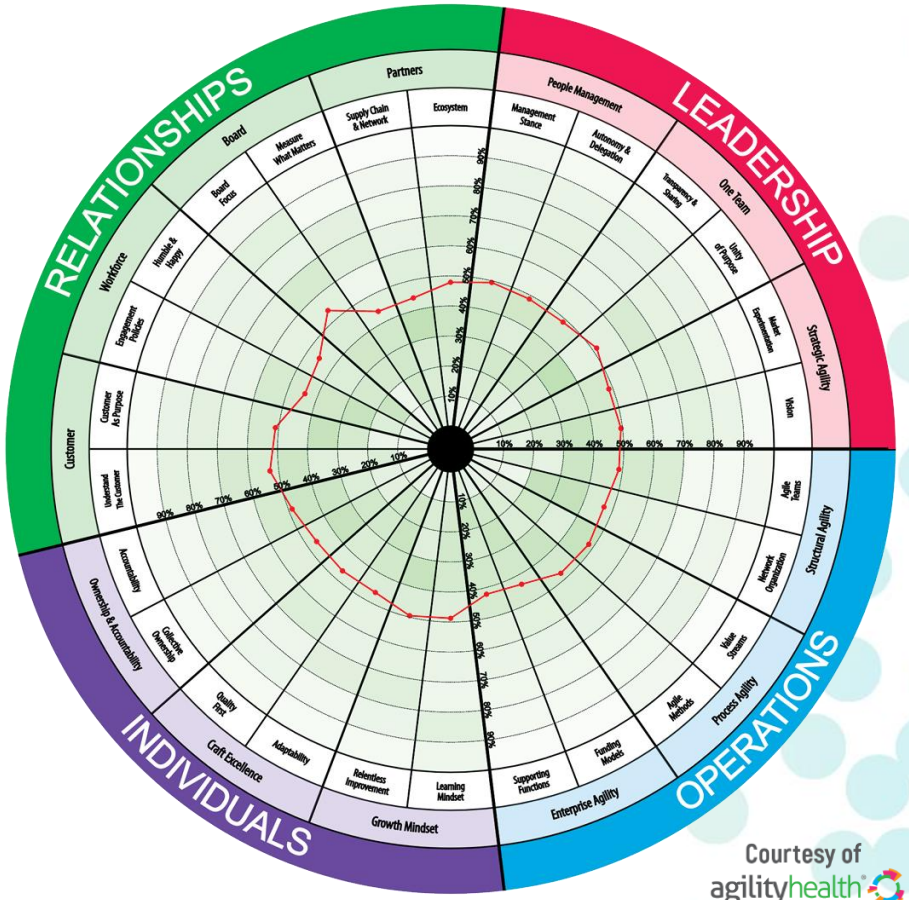
BUSINESS AGILITY FLUENCY

4.4

Average business agility maturity (Walking)



Courtesy of agilityhealth® enabling business agility

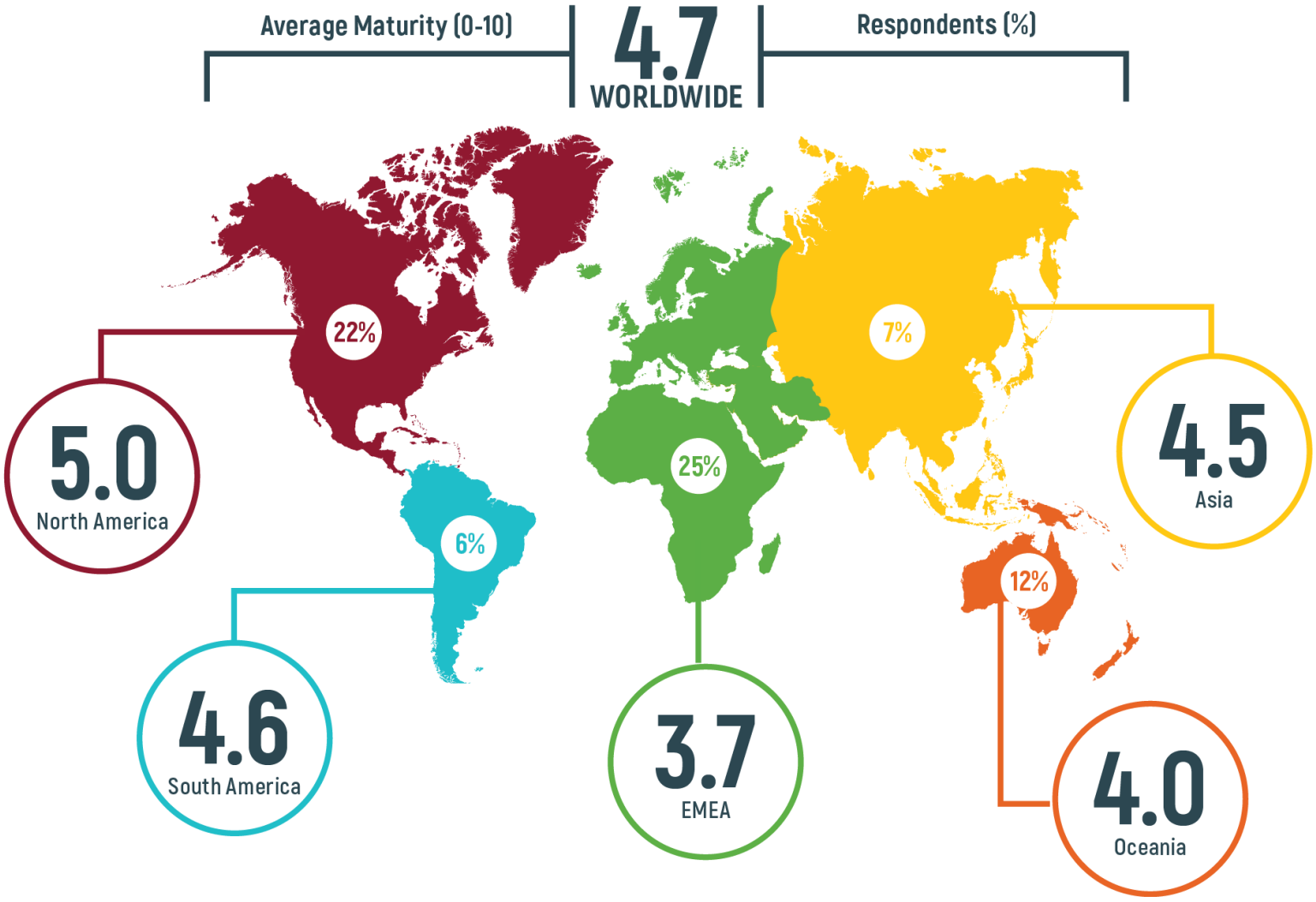
Top 5 Competencies

Board Focus	55%
Understand The Customer	54%
Customer As Purpose	52%
Unity of Purpose	52%
Vision	51%

Lowest 5 Competencies

Supporting Functions	42%
Funding Models	43%
Engagement Policies	44%
Measure What Matters	45%
Supply Chain & Network	45%

BUSINESS AGILITY AROUND THE WORLD



PREDICTIVE INDICATORS

Funding Models

Value Streams

Relentless Improvement

BENEFITS

Increased revenue

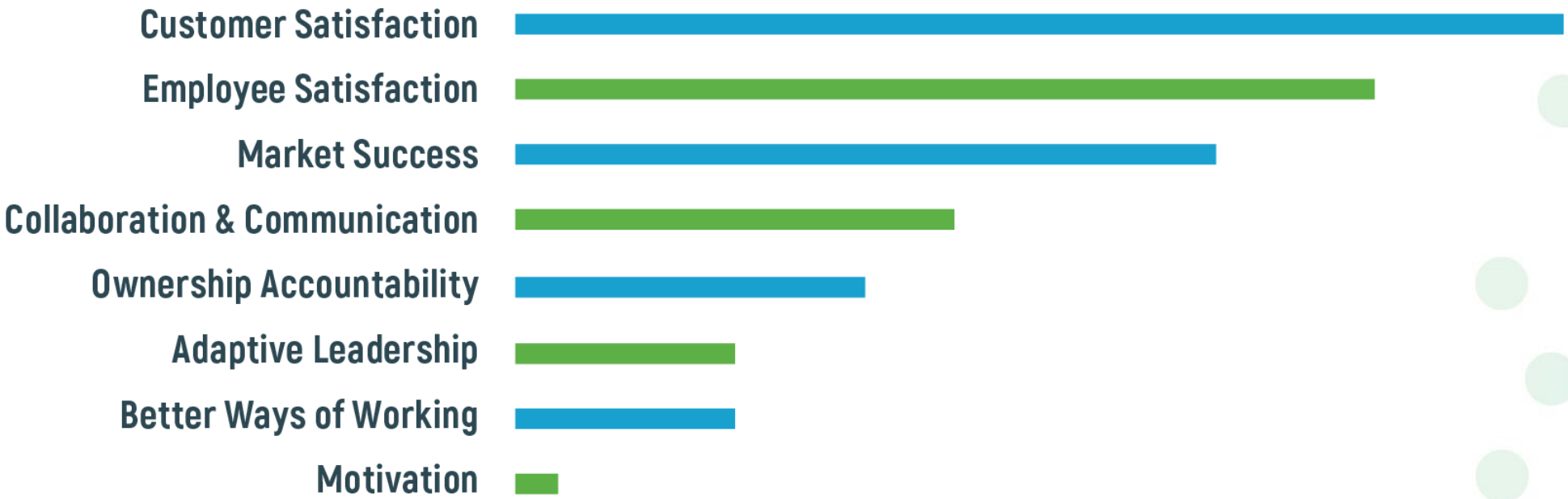
Faster turnaround times

Improved relationships

Greater transparency

BENEFITS

Most Significant Organizational Benefit of Business Agility



BUSINESS AGILITY SUCCESSES

"We have improved lead times to our clients [and] our NPS ratings are trending up."

"Our customers love us and perceive us to be more agile than we actually feel."

– BAI SURVEY RESPONDENTS

"[We have] more engaged employees and early signs of nurturing a growth mindset in some individuals and teams."

– BAI SURVEY RESPONDENT

"Our revenue is increasing."

"[Our] early delivery to market was effective to be the market leader."

"Revenue and customer KPIs have been improving."

– BAI SURVEY RESPONDENTS

Rate your organization's Funding Models maturity

Pre-Crawl (1-2)

Crawl (3-4)

Walk (5-6)

Run (7-8)

Fly (9-10)

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Rate your organization's Value Streams maturity

Pre-Crawl (1-2)

Crawl (3-4)

Walk (5-6)

Run (7-8)

Fly (9-10)

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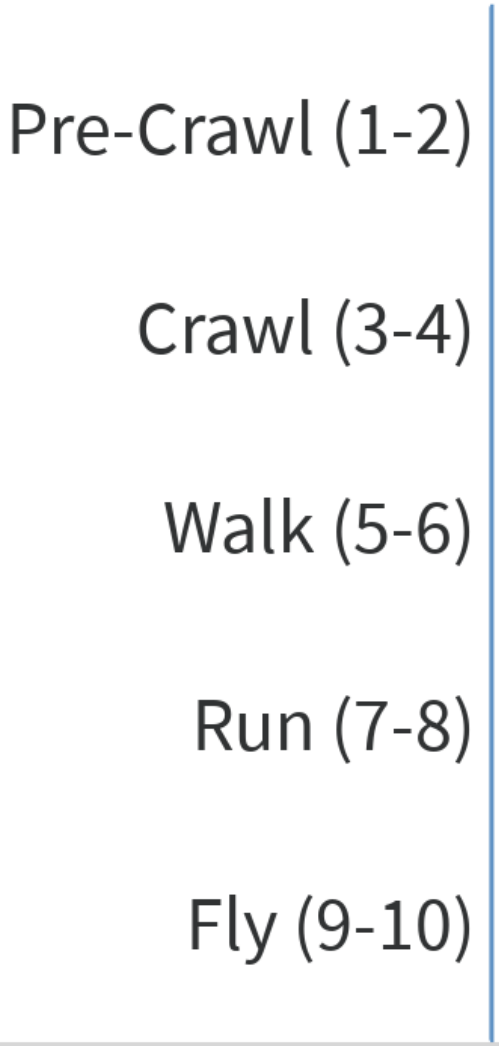
Rate your organization's Relentless Improvement maturity



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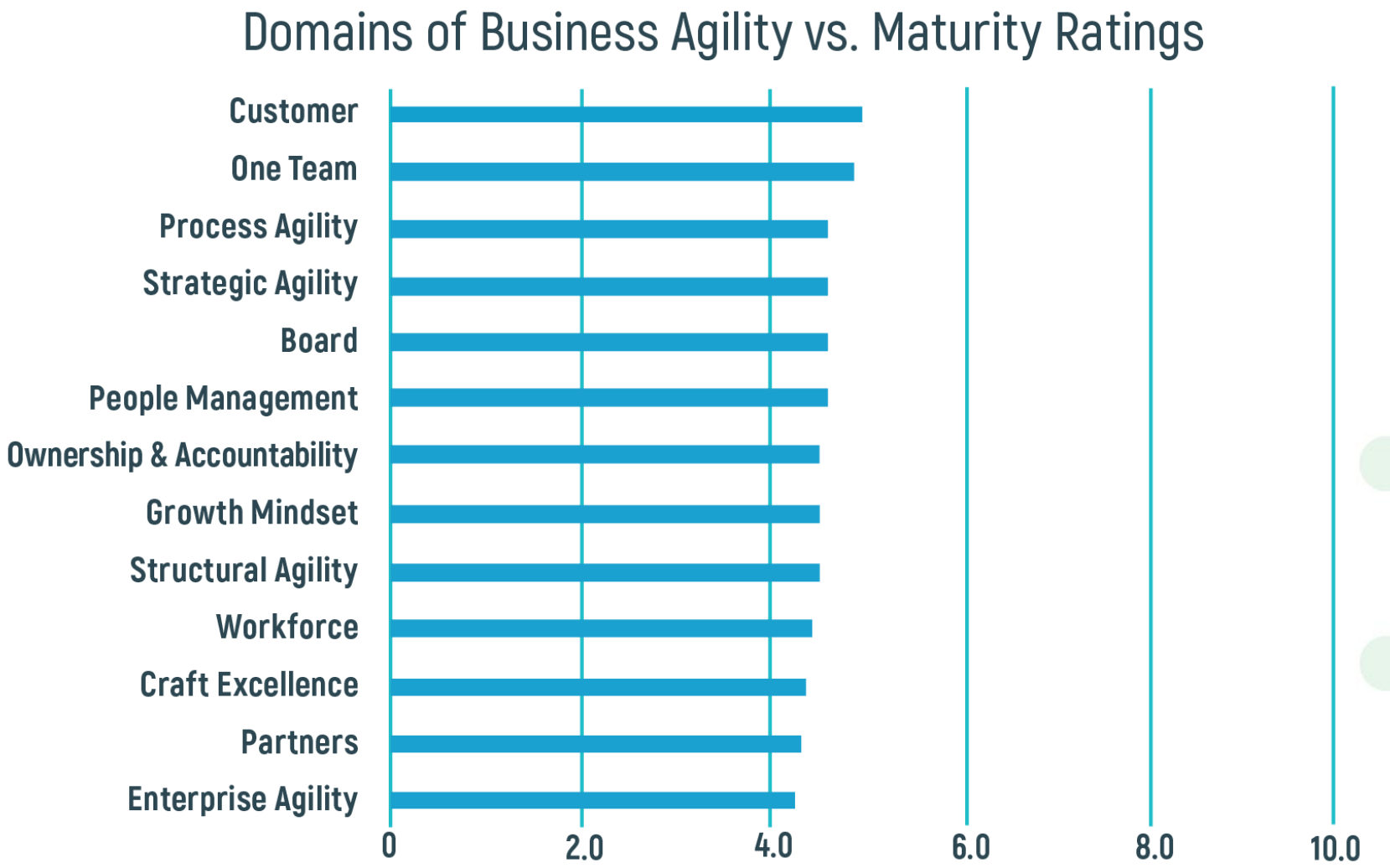
DOMAINS OF BUSINESS AGILITY



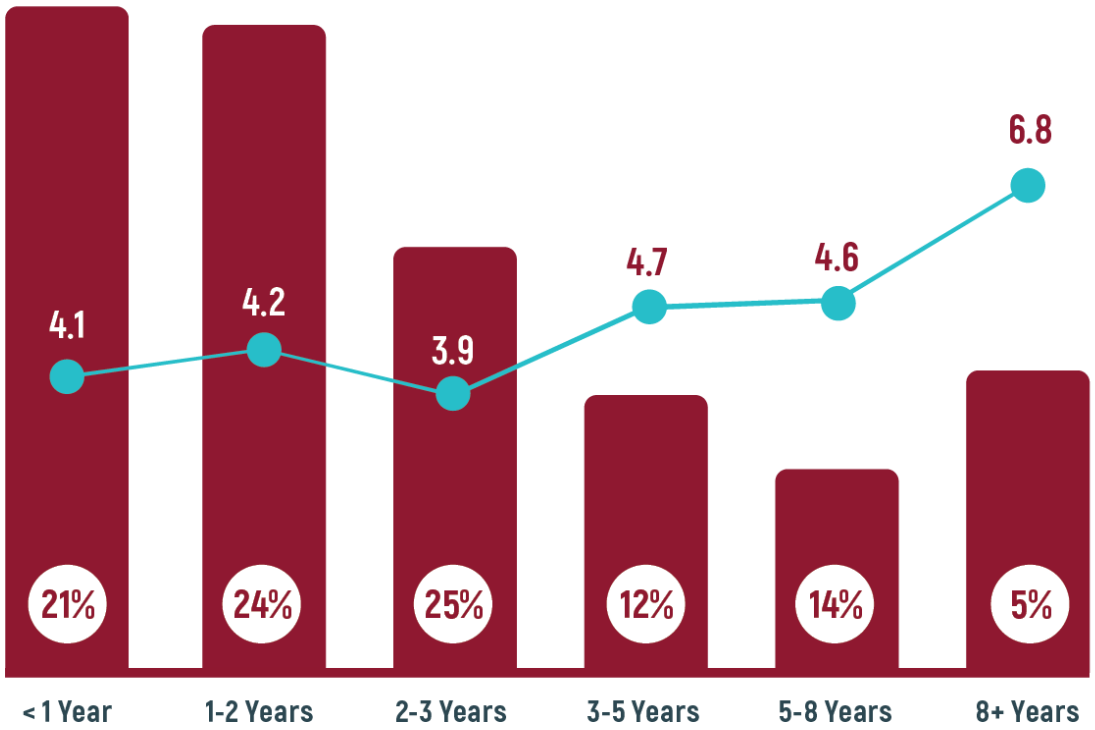
TOP 3 INDUSTRIES

Consulting

Retail, Entertainment & Hospitality

Information Technology

BUSINESS AGILITY JOURNEY (YEARS)



69%

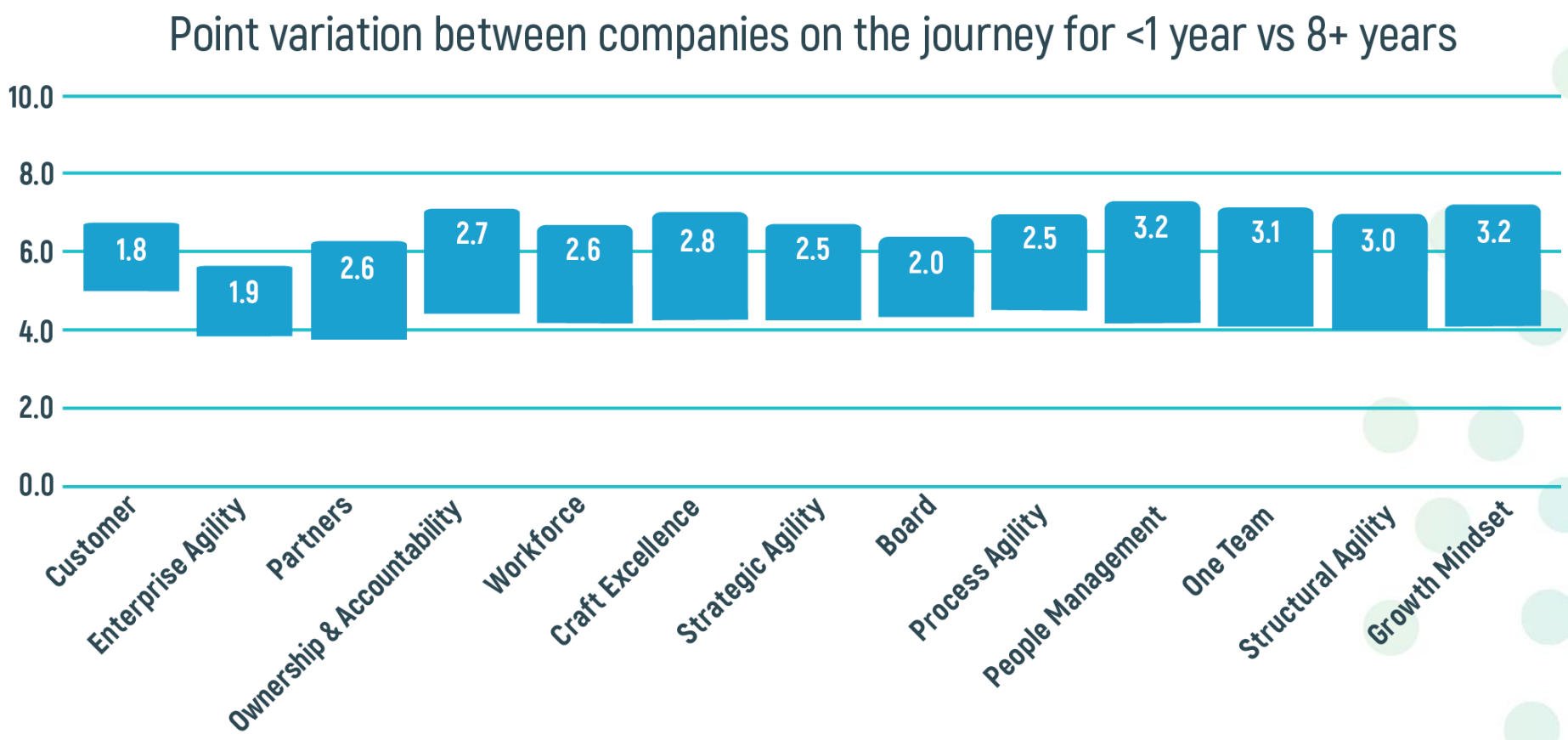
of respondents have been on the journey for less than three years.

% of Respondents

2019 Average Maturity (0-10)

There is no significant variation in the upward trend when adjusting for company size or high-maturity organizations.

MATURITY BY JOURNEY YEARS



PERCEPTION OF BUSINESS AGILITY

C-Level

LOB/Division

Manager

Individual Contributor

External Partner

What are the TOP Challenges with enabling Business Agility?

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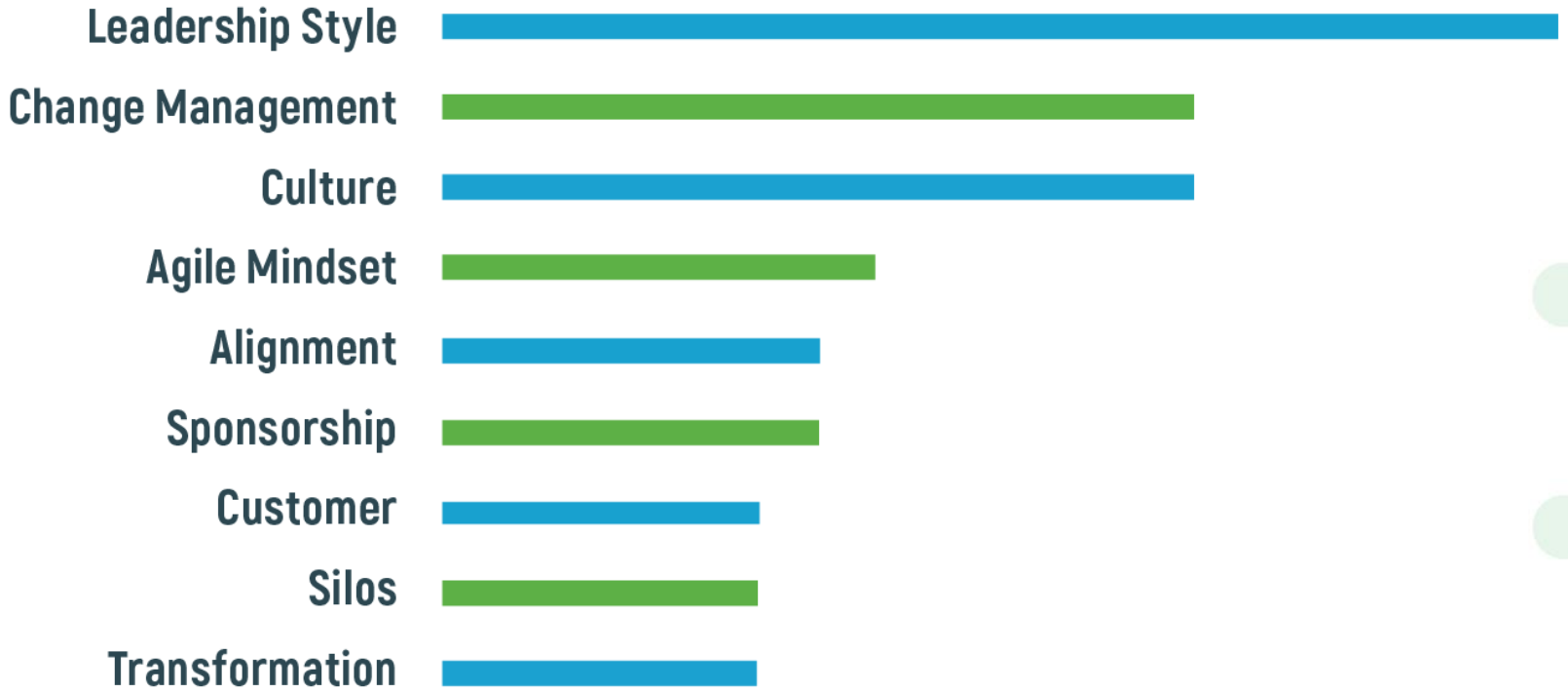
CHALLENGES TO BUSINESS AGILITY

Top 10 Themes for Addressing Challenges Along the Journey



CHALLENGES TO BUSINESS AGILITY

"Our senior leadership lacks the understanding that it takes more than just tech teams 'doing' Agile."

– BAI SURVEY RESPONDENT

"We struggle to properly staff [our transformation] with enough change agents to get any scale."

– BAI SURVEY RESPONDENT

"[We have a] risk-averse culture [which forms] silos and layers of bureaucracy."

– BAI SURVEY RESPONDENT

"People who do not share the [agile] mindset are in senior positions and their attitudes trickle down, no matter what is being done at lower levels."

– BAI SURVEY RESPONDENT

"Senior management is not bought in [to the transformation] due to a lack of alignment with [their] personal objectives."

– BAI SURVEY RESPONDENT

RECOMMENDATIONS

- Be mindful of your leadership style.
- Make change management a core competency for the workforce as a whole.
- Recognize that increasing business agility and shifting culture requires ongoing support and attention from the leadership team.
- Provide coaching and mentoring on the agile mindset to all levels of the organization.
- Invite the organization to participate in the goal-setting process.

Thank You

COMPLETE THE SURVEY: HTTP://BIT.LY/BAI-REPORT

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