

Right Culture

Organizational Culture Consulting

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Overview

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Right culture

Mission, services and credentials

2

Culture

Why it matters?

1

Right Culture

Mission, Services and Credentials

Our Mission

Enabling organizations gain insights into their culture & transform it for superior performance

Services Offered

1

Organizational culture assessment

Goal: To know your present culture. And get some sense of what is the preferred culture? Also in the process, discover hurdles present culture poses in the way of achieving your desired business goals.

2

Organizational culture transformation

Goal: To lay down a systematic process in order to move from the present culture to the preferred culture. Actionable items, milestones, measurements, and accountability.
Guiding the journey.

Select Credentials

Tata Steel Processing & Distribution Ltd. (now merged into Tata Steel)

Culture assessment

Tata Communications Ltd.

Culture assessment

Tata Motors

Workshop on organizational culture & assessment for senior leaders

Select Credentials

Tata Business Excellence Group

Workshop on organizational culture, assessment and transformation for Senior Leaders/assessors from leading Tata companies

Tata Business Excellence Group

Online session on organizational culture, assessment and transformation for Tata Companies' worldwide

Mahindra Partners (venture arm of Mahindra Group)

Workshop on organizational culture assessment for their portfolio companies

About Ajit Mathur

Founder & Principal Consultant

Dr. Ajit Mathur founded **Right Culture**, following his passion to help organizations achieve superior performance.

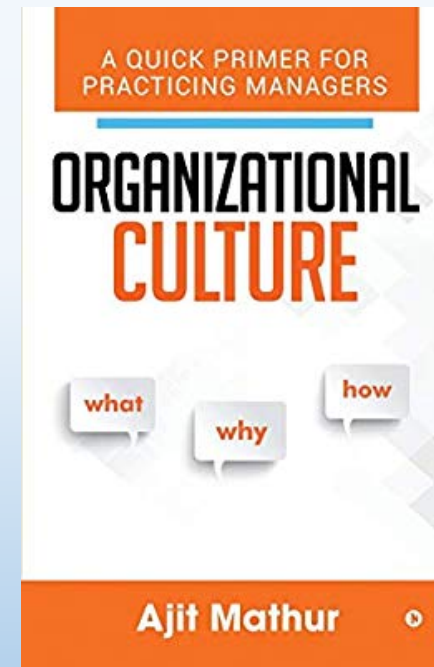
Ajit is a PhD in services management from Mumbai University with an honors degree in Mechanical Engineering from NIT, Jaipur and a post graduate degree in Industrial Engineering from NITIE, Mumbai. He has over three decades of rich industry experience in a variety of companies -- leading Indian companies, a joint venture, and a subsidiary of a global company. He was Managing Director of Sky Gourmet, a wholly owned subsidiary of Gate Group, Switzerland, in India. Prior to this, he worked for Taj Group, a Tata company.

He is a Subject Matter Expert (SME) on "Organizational Culture" with the Tata Business Excellence Group (a division of Tata Sons).

He is author of a book on organizational culture, titled "Organizational Culture: A Quick Primer for Practicing Managers." Has presented papers on organizational culture in international conferences.

Book

- Book: “Organizational Culture: A Quick Primer for Practicing Managers”, is available on Amazon, both in India and internationally



2

Organizational Culture

Why it matters? Assessment & Transformation

High performance: What is holding you back?

You have a great vision, an excellent strategy, number of initiatives



Yet, you witness results below your expectations/ inconsistent performance/
sometimes just a sense of frustration having tried almost everything



**Have you thought that it could be your organizational
culture holding you back?**

How a dysfunctional culture plays out?

- Frustration when good intent does not translate into results
- Missed opportunities; unable to ride major shifts in technology/ market trends
- Failed product launches/ glitches which are blamed on various departments
- Sorting out internal troubles consume excessive management time and energy

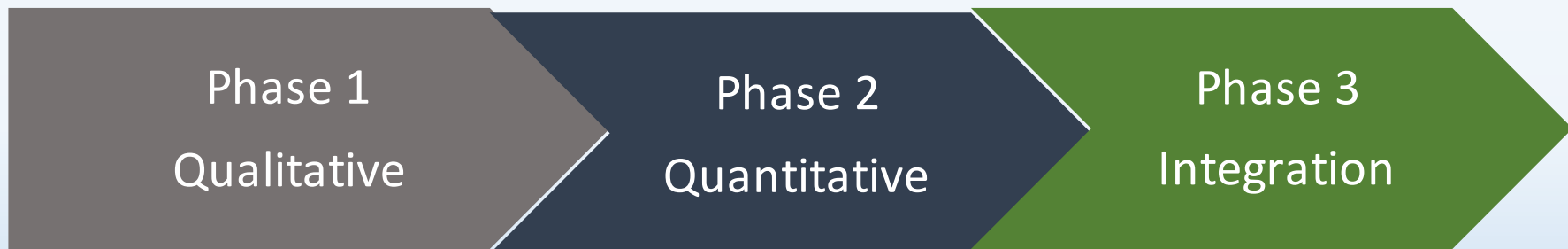
Key Issue for Leadership

A “default-culture” is anyway in making all the time...
So, why not shape it to your advantage?

Culture Assessment: Why?

- Simply because it can help you understand your own business performance clearly
- Will allow you to check reality against your “own assumptions”
- You can act based on facts once assessment is done

Culture Assessment: How?



- Appreciate the business-context and challenges
- Study artifacts/reports
- Develop broad understanding of the key issues

- Administer a culture assessment tool like OCAI
- Refine understanding of culture through assessment outputs

- Site visit to verify findings
- Assess if any more specific culture related forces are at work
- Integrate all the preceding work into a coherent output

Quantitative Culture Assessment

Methodologies recommended

OCAI (Organization Culture Assessment Instrument)

OCAI has been used by over 10,000 organizations worldwide to develop quantitative cultural profiles. OCAI survey is offered in association with OCAI Online, Netherlands. It is intuitive and offers easy, practical insights, often a great starting point.

For details, refer to next part of this presentation.

DOCS (Denison Organization Culture Survey)

DOCS has been used by many leading organizations worldwide. It is especially useful if you have a widespread, multi-divisional, multi-locational structure, typically a multinational operating across regions. It provides benchmarking on various attributes against a global database. If you are keen, details can be provided. It is offered by Denison USA as an online instrument.

OCAI

Organizational Culture Assessment Instrument

What is OCAI?

Organizational Culture Assessment Instrument

- Highly validated, yet simple to understand instrument to assess culture
- Used by more than 10,000 organizations world-wide
- Easy to administer in an online format
- Can be used to periodically track progress

Six dimensions on which OCAI assesses culture

1. Dominant characteristics
2. Organizational leadership
3. Management of employees
4. Organizational glue
5. Strategic emphases
6. Criteria of success

OCAI Questionnaire

1. Identify data slices desired
2. Answer questions on “current culture”
3. Answer questions on “preferred culture”
4. Takes about 15 minutes

Culture change/transformation

Why cultural transformation?

Because present culture may just prove to be inadequate to take an organization into future

Steps in cultural transformation using OCAI

Diagnosis

Establish cultural profiles and key issues



Interpretation

Determine what the “changes” will and will not mean? Relate them to actual incidents



Implementation

Identify strategic *action* agenda; identify leadership implications; metrics, measures, and milestones; communicate & follow-through

Why Right Culture?

- 1 Deep understanding of the subject; solid credentials
- 2 Practical, actionable insights
- 3 World class methodology

Thank You

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