

# Breaking Organisational Silos



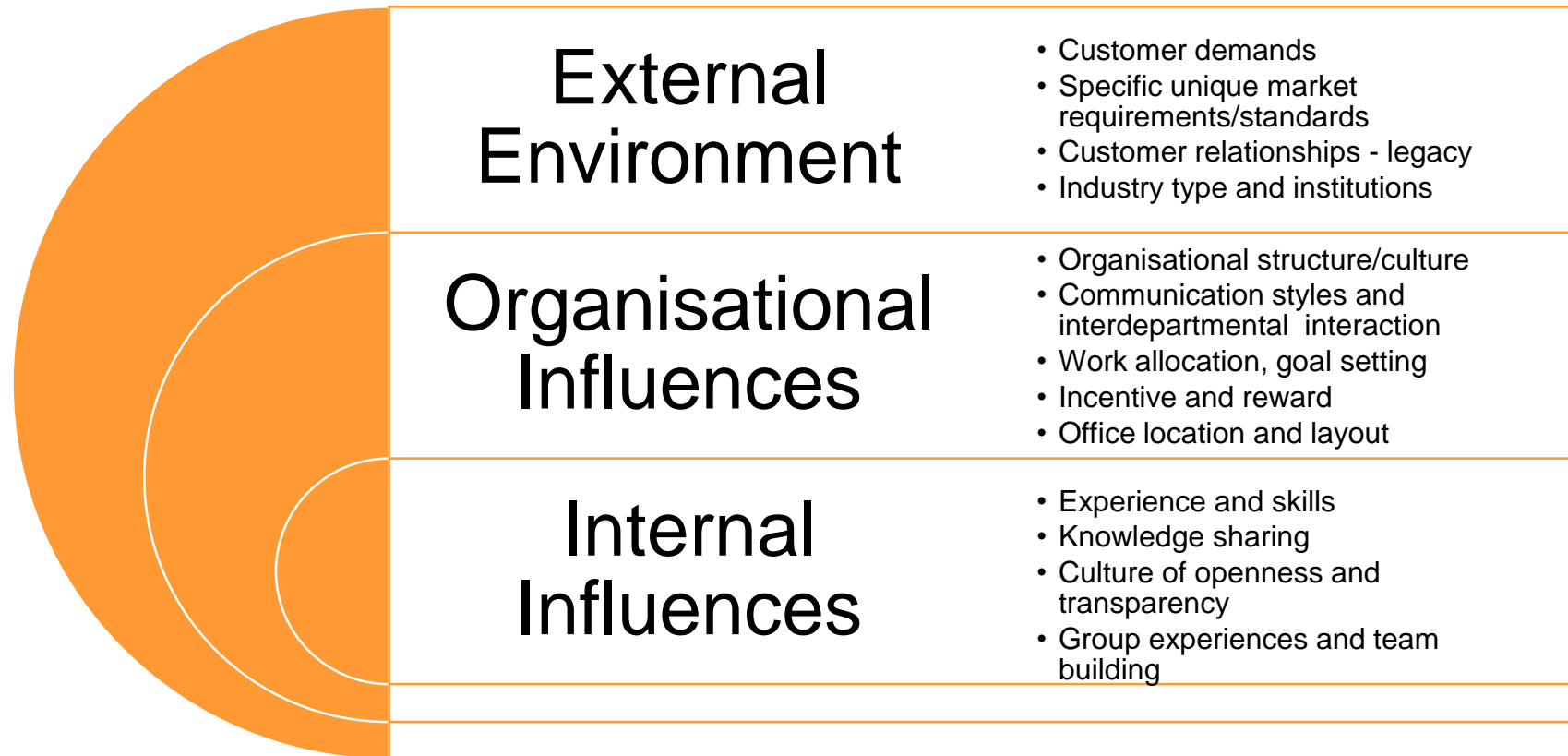
# Breaking Organisational Silos

## What are organisational silos?

Organisational silos could be described as groups of people within an organisation that tend to work autonomously, they have their own set of rules/standards and might display a higher level of operational loyalty to their group, than towards the parent organisation. They typically have commonality of function, experience or association that creates a culture of differentiation from the main business structure, a sub-culture.

# Breaking Organisational Silos

## How are silos formed?



# Breaking Organisational Silos

## Consequences of silos within organisations?

- Groups focus on their own priorities, a narrow view, localised objectives
- Complacency caused by inward focus of divisions/groups
- Communication lines are blocked across silos
- Lack of teamwork and cooperation develops resentment
- Reduced organisational trust caused by perceived inequality
- Blame culture
- Organisational inefficiency – everyone working in different ways/directions and to misaligned priorities
- Some silos might be necessary/beneficial (I.T. security, Quality audit function)

# Breaking Organisational Silos Service & Support

# Renishaw

Industrial Metrology – Manufacturing, Automotive, Aerospace

Position Measurement – Robotics, Automation, Calibration

Additive Manufacturing – Design, Manufacturing, Medical

Neurological




Spectroscopy



MPD




CPD




MAPD



MODUS



SFPD



EPD



LCPD



RLS



AMPD

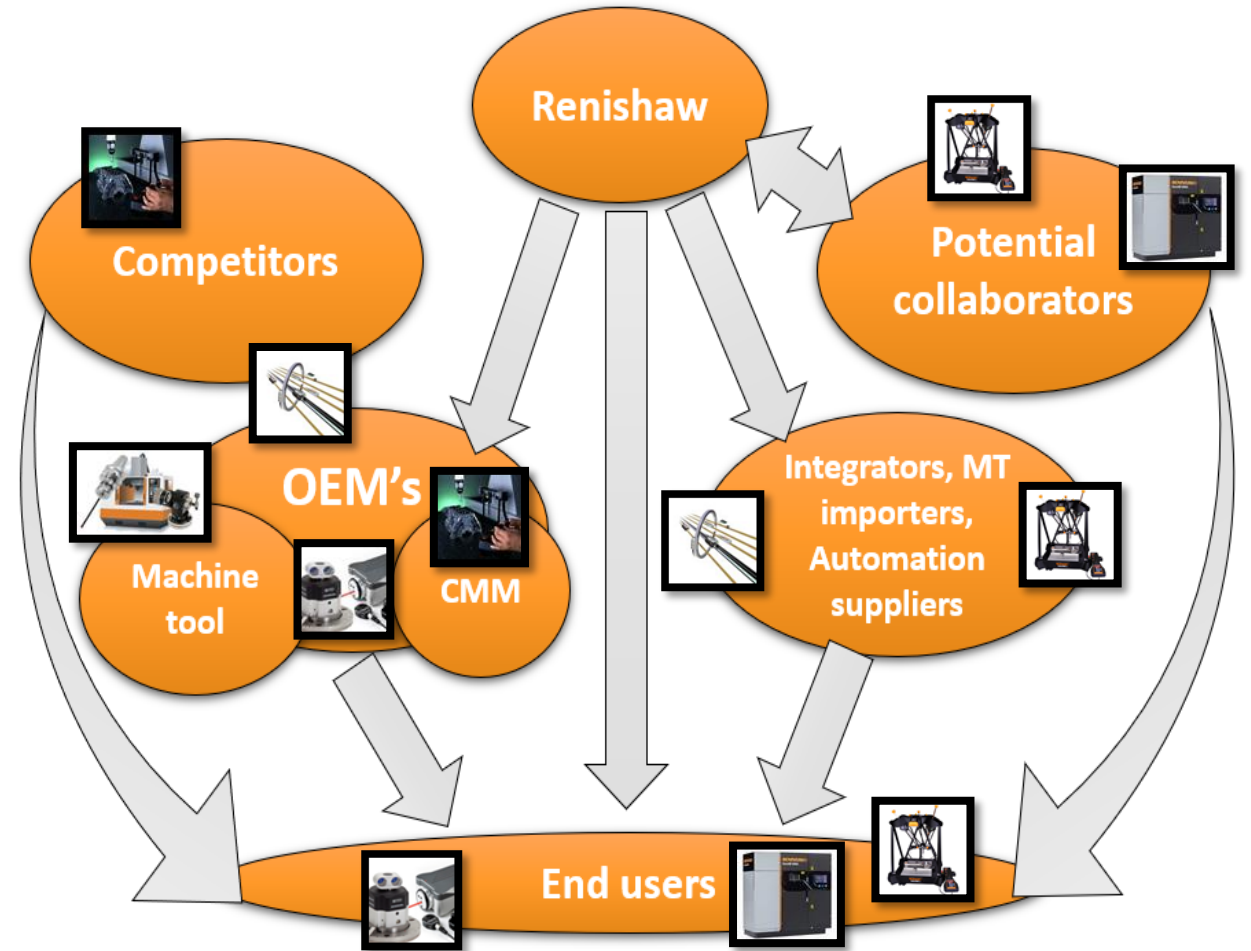


MDPD



# Breaking Organisational Silos Service & Support

- Varied customer type
- Regional/cultural differences
- Service provision, division or subsidiary?
- Service options, type of service
- Design philosophy
- Manufacturing priorities
- Shared strategy across groups
- Established knowledge vs new ideas



# Breaking Organisational Silos Service & Support

## Renishaw approach to breaking organisational silos?

1. VOC – better understanding of the customer journey, engage all departments involved in the customer journey, how they contribute, big picture thinking
2. Frequent communication, promotion of teamwork and interdepartmental support (forge links)
3. Focus on opportunity not crisis, failure or errors
4. Sharing the strategic vision

# Breaking Organisational Silos Service & Support

Other methods and considerations in dealing with organisational silos?

Discussion