

If I Had Only One Model for Understanding Performance...: The Evolution and Utility of the EPF Model

Rick Rummler

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Tuesday, September 15, 2009 – 5:30 to 8:00 p.m.

Note new meeting times. Dinner is catered.

Altarum Institute

1200 18th Street, NW

Suite 700

Washington, DC ([Directions](#))

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This presentation is about the origin, use, and evolution of a model that Dr. Geary A. Rummler and his colleagues have used for 25 years to explain the place of process in performance improvement. The tool was used to scope improvement projects, identify where changes should be made to improve performance, and to craft an appropriate implementation strategy and plan. The tool became a key device for helping people understand just what they were designing when they took on performance improvement projects.

Richard A. Rummler is a partner of the Performance Design Lab (PDL). He brings more than 20 years of consulting experience in the analysis, design, and implementation of organization performance systems with The Rummler Group, The Rummler-Brache Group and now PDL. He has worked with client organizations in Asia, Europe, and North America to achieve improvements in organization performance. Rick’s consulting experience spans a wide range of interventions, including process improvement and reengineering, organization redesign, and measurement and management system design. These projects have addressed various business subsystems, such as customer acquisition, manufacturing, product development, and customer service. An experienced presenter of the concepts and tools espoused by the PDL, Rick has delivered training programs to manufacturing and service organizations as well as government agencies and the military. He can be reached at rrummler@thepdlab.com.