



# Operational Excellence Beyond Boundaries

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VIMAL PATEL

*The perspectives and opinions shared in this presentation and session are entirely my own and do not necessarily represent the official policies or positions of any organizations I am or have been associated with.*



VIMAL PATEL

# The guy behind the scenes

**Cliffton  
Strengths**

*Relator*

*Achiever*

*Analytical*

*Discipline*

*Responsibility*

**Passion &  
Expertise**

*Talent*

*Technology & AI*

*Transformation*

*Total Rewards*

*Strategy*

**KINAXIS®**

**Scotiabank**

 **DBS**

  
**Reliance**  
Industries Limited

**NOMURA**

**JPMorganChase**



# Agenda

01 | **The Challenge**

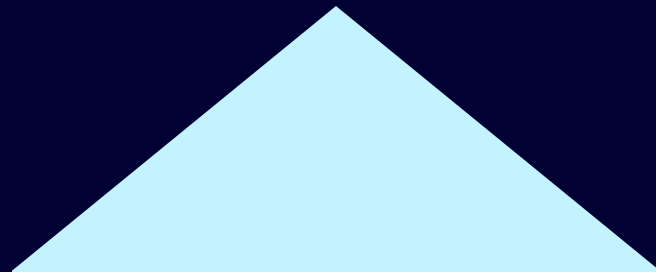
02 | **The Shift**

03 | **The Framework**

04 | **Takeaways**

# The Challenge

*Operational drag in distributed teams*





THE CHALLENGE

# What's dragging us down?

Misalignment  
across regions  
and geographies

Time zone  
inefficiencies

Cultural and  
functional silos

Redundant  
processes and  
unclear  
ownership

Compliance and  
operational risks

Leadership  
readiness gaps



CHANGE AHEAD

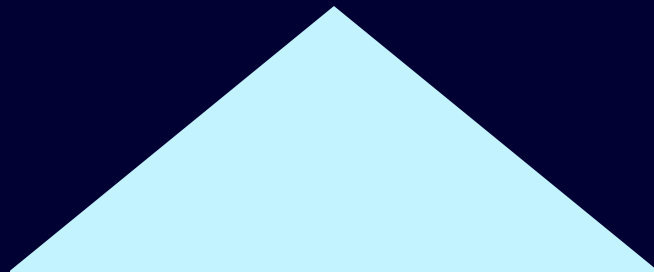
# Insights

- 💡 **85%** of CEOs plan to hire outside their HQ markets within two years. (*PwC*)
- 💡 **81%** of executives say work is increasingly performed across functional boundaries, but only **54%** agrees cross-functional collaboration is “often or all the time” (*Deloitte*)
- 💡 **87%** of global professionals considers non-traditional employees, yet only **28%** are prepared to manage them. (*Deloitte*)
- 💡 Organisations will face intensified complexity around how they operate globally (*McKinsey*)



# The Shift

*Rethinking Operational Models*



THE SHIFT

# Boundaryless Operations

**Lesson:** Success thrives when teams work seamlessly across boundaries, both geographic and organizational



No  
geographic  
limits

Processes  
and systems  
work globally  
without  
friction

No functional  
silos

Support  
functions and  
operational  
COEs  
collaborate  
fluidly

No  
bureaucratic  
bottlenecks

Decision-  
making is  
distributed;  
Accountability  
is shared and  
empowered



# Path to boundaryless operations



Encourage open communication and transparency



Foster a culture of shared accountability



Leverage technology to unite teams



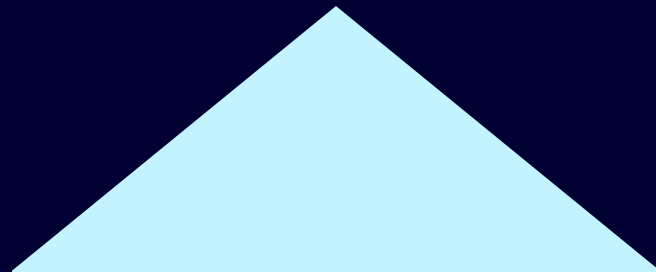
Adapt to change quickly



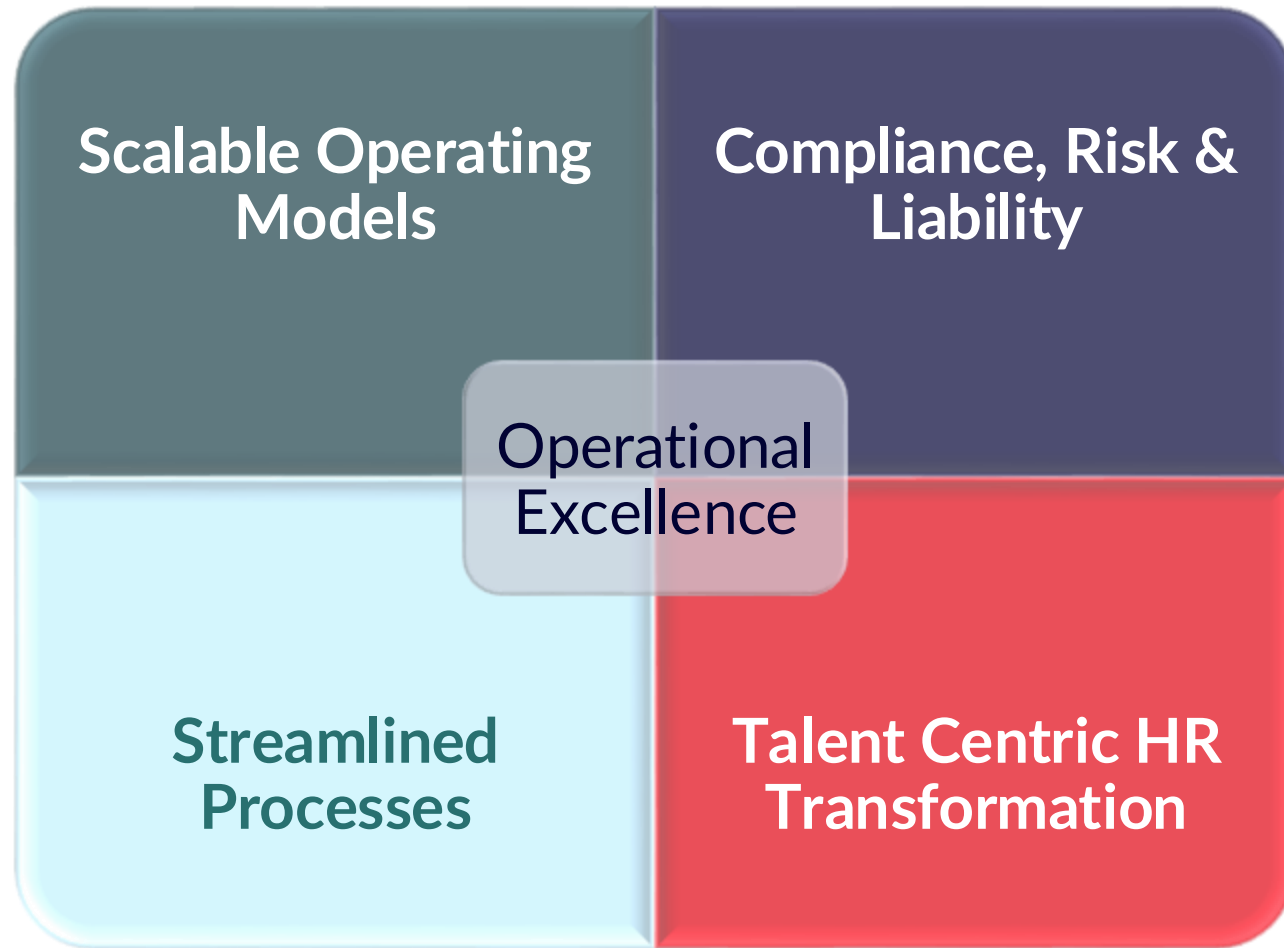
Empower leaders at all levels

# The Framework

*Strategies for Operational Excellence*



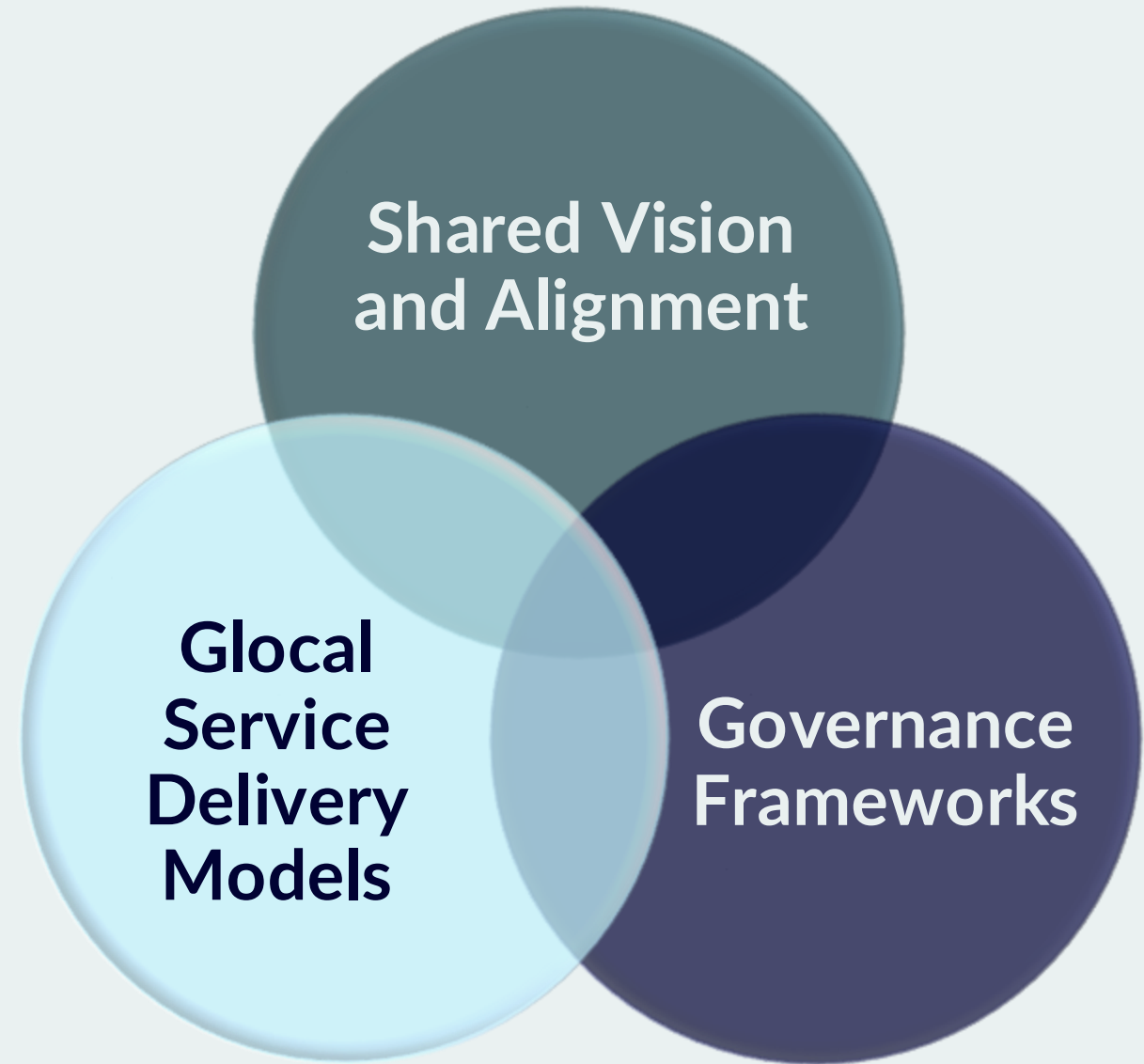
# Operational Excellence Framework



STRATEGIES FOR OPERATIONAL EXCELLENCE

# Scalable Operating Models

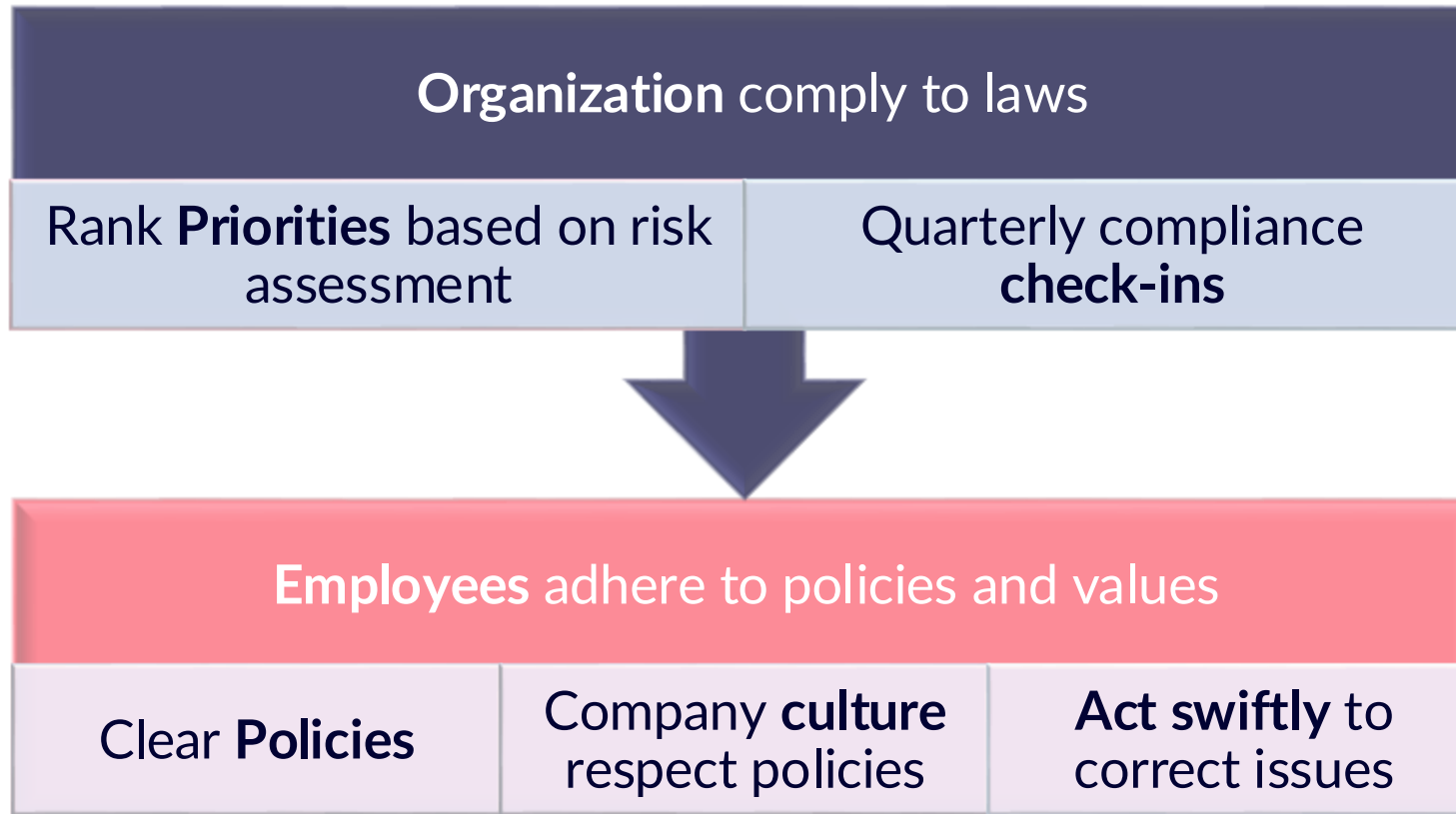
**Lesson:** Lay the foundation that can grow without adding unnecessary complexity or losing efficiency.





# Compliance, Risk and Liability

**Lesson:** Carefully consider what is worth your time and energy



STRATEGIES FOR OPERATIONAL EXCELLENCE

# Streamlined Processes

**Lesson:** Standardize what matters, localize where it counts



## Process Excellence

- Culture of continuous improvement

## Go Glocal

- Balancing Autonomy and Unity

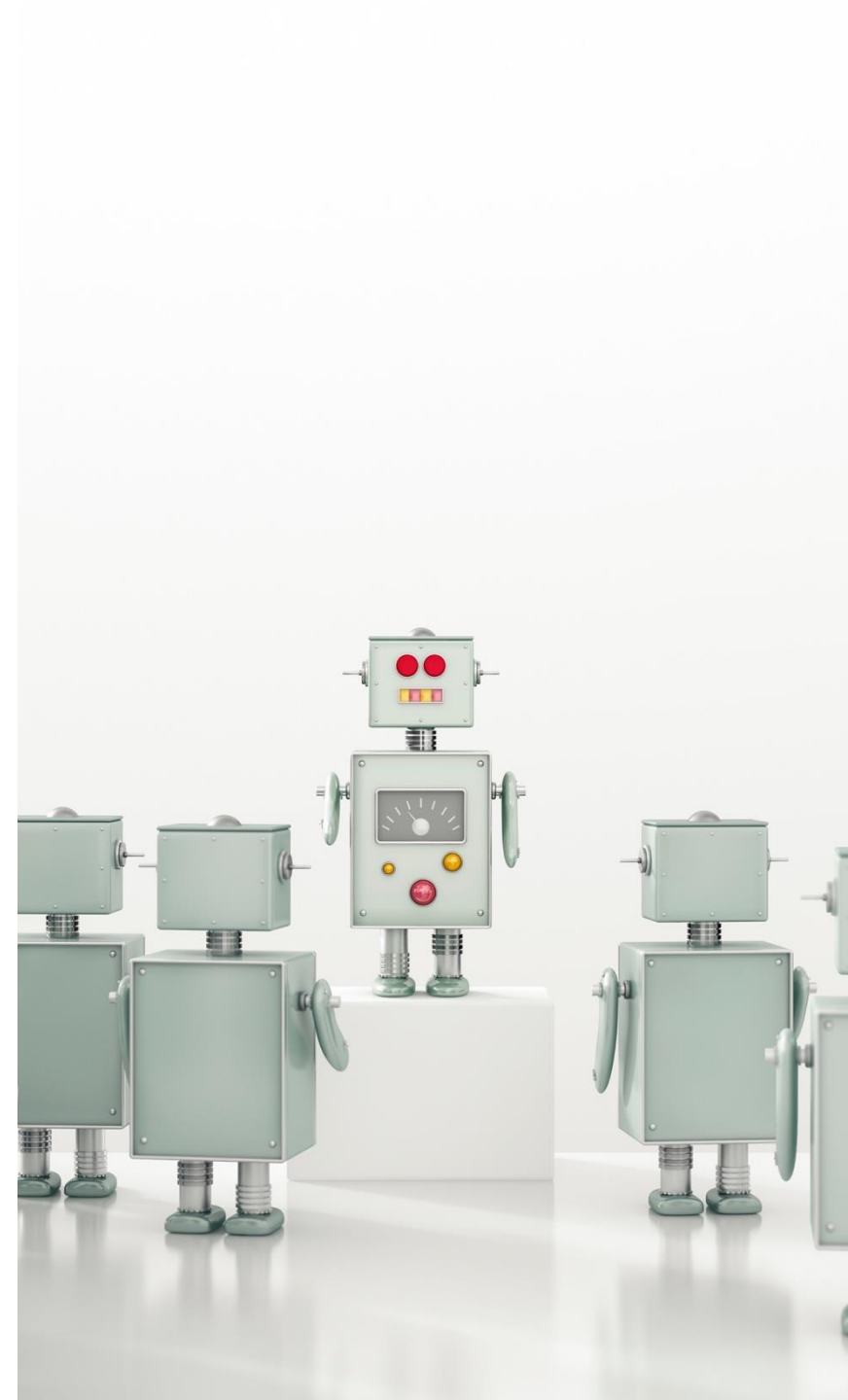
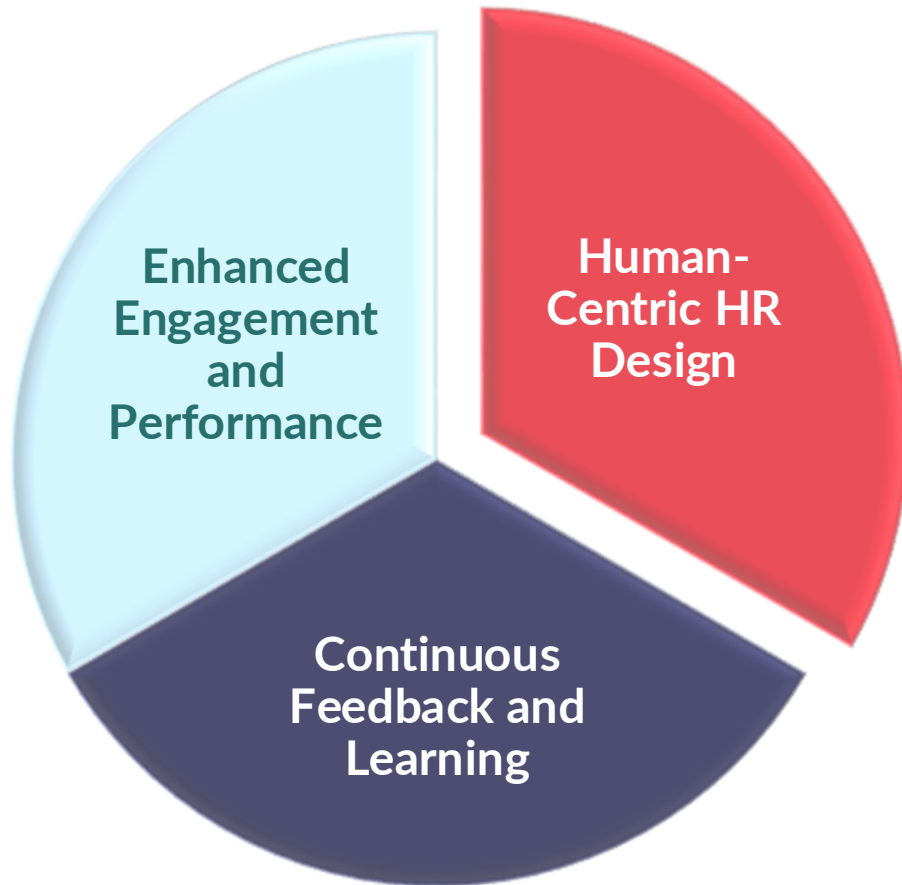
## AI & Automation

- Technology-Enabled Scalability



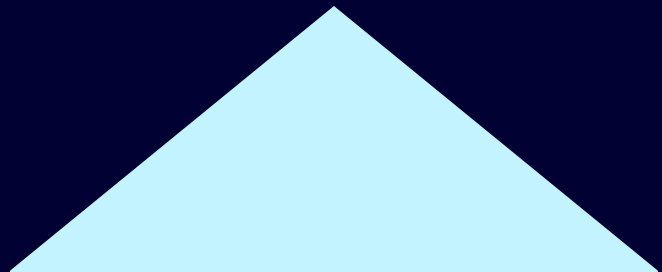
# Talent Centric HR Transformation

**Lesson:** True transformation comes from fostering meaningful relationships, not just processes



# Takeaways

*Trends to watch*



A blue surveying instrument, possibly a theodolite or level, is mounted on a tripod. The instrument is positioned in the foreground, looking out over a vast landscape of rolling hills and mountains under a clear blue sky. The mountains in the distance are hazy, creating a sense of depth. The overall scene is bright and clear, suggesting a sunny day.

TAKEAWAY

# Trends to Watch

Geopolitical &  
regulatory  
fragmentation

Workforce  
composition  
diversity

Talent & skills  
scarcity > Org  
Design Evolution

Technology as  
enabler of  
boundaryless  
operations

Resilience  
becomes a core  
imperative

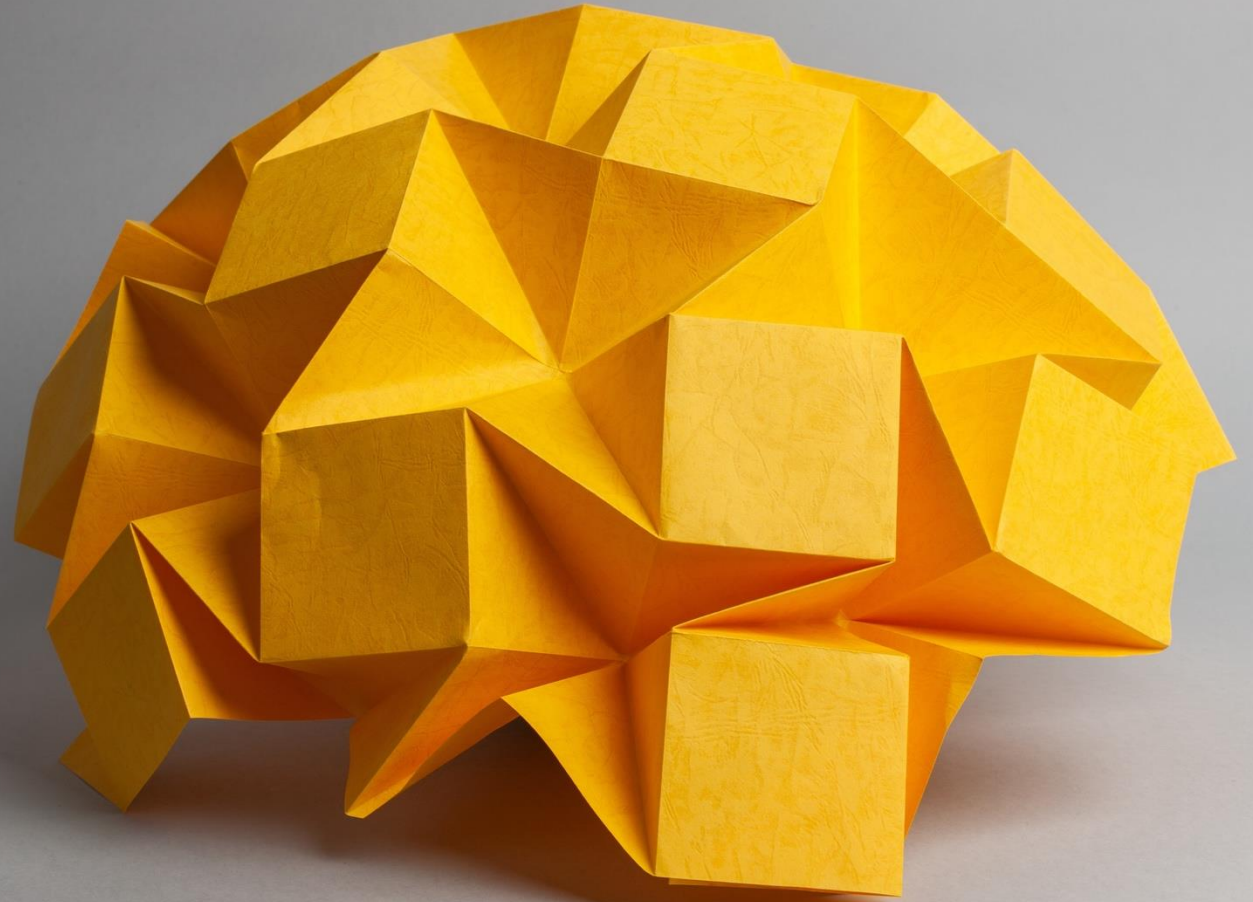
Increased value  
potential in  
global centres

TAKEAWAY

# Reflect & Act

**Reflect:** What boundary is holding your team back today?

**Act:** Start with one process—make it boundaryless.



thank you!