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Date: 2<sup>nd</sup> October 2015

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## **MATURE™: An Assessment which Changes Your Organization**

### **Summary**

MATURE™ is an organizational assessment approach which is oriented on identifying and improving the maturity of your organization. It is based on active participation of your key players, harvesting genuine productive practices and identifying problematic situations. The approach is built up to be completely embedded in your organization, from observation till recommendations and action planning, with maturity principles (step-by-step improvement) as basic methodological backbone. MATURE™ is an assessment which is already an improvement on its own!



### **Article**

Repeating successful behavior is a critical survival skill, recommended in quite some performance improvement methods. At the same time, the world around us changes, which creates a tension between repeating the habit and adapting. Whether this gap is huge or not is often a question of perception, which needs objective measurement. Your organization is asking for an external boost to consider change and improvement. But mind not to launch any kind of devastating audit on your people which destroys more than it builds: useless comparison with theoretical models, pinpointing unrealistic goals, big brother approach, the "knows-it-all" auditor, evaluation of procedures rather than results realized in-the-field ...

Any assessment should be focusing on your organization and your people and laying the basis for performance. An organizational assessment has the basic objective to implement precisely that change which will create more value than the habit or chaos it replaces. There are some critical considerations which the assessment method shall need to consider, essentially related to the people aspect: change means changing the (real) behavior of people, trust and justification of the change are critical to realize improvement and change needs to enhance the expertise level of an organization.

Demets&Heuskin works since over a decade with its MATURE™ method to perform organizational assessments which realize these objectives.

First of all, MATURE™ involves directly key players from your organization from the start. Data and information collection is performed through interviews and workshops. Besides the accuracy and reality level of the acquired information, these sessions make people think about their own job and performance and initiates openness to change. Also reporting is organized interactively by workshops, which are split. First, agreement needs to be achieved on the observations, the problem definition, the challenges and priorities. Only then we can propose and discuss improvement and action planning which is effective.

Secondly, MATURE™ remains a method fully based on the maturity assessment principles, providing measurable and accountable results about process capabilities and the outcome guarantees your organization can provide. The scaling on a maturity level implies directly a set of potential recommendations based on maturity principles and provides insight in priorities to be set first. Evidently, these are not to be translated blindly into an action list, but it provides justifiable and objective input for developing an improvement and change approach.

Finally, MATURE™ identifies very precisely all the proceedings, methods, habits and so on which produces satisfying results. Many assessment approaches neglect the importance of

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observing the expertise of an organization, its capability to perform and the expertise of its people. These elements are precarious for continuity and are the building blocks of higher performance. Each recommendation and consequently each change needs careful consideration regarding the risk of deteriorating existing capabilities.

MATURE™ approach has been applied to many business activities: IT, customer care centers, financial operations, life insurance, sourcing, purchasing, Human Resources ...

Some business cases are available on this website.

Feel free to contact us to analyze what MATURE™ can bring to your organization.

Marnik Demets