

Information Centre (IC)

Is your
Information Centre
set up yet?

Create an open and empowering culture for your organisation with Information Centres. This tool is a visual display that contains all key data and information relevant to your team. Like a "nerve centre", Information Centres are one central place where a group of staff can display, review and manage performance metrics, concerns and improvement activity.

If used correctly, Information Centres can be a powerful driver of behaviours in your organisation which leads to culture change. Successfully implementing any improvement activity heavily relies on an open culture where people are accepting of change.

"The Information Centre has empowered the teams to take ownership of their own performance in the pursuit of perfection. Creating time for busy managers to stand back and think."

**Chris Bradley | Head of Commercial Development
East Hants. District Council**

The Information Centre is supported by team 'briefings'. These are quick, daily discussions that are visually supported by the Information Centre to review current performance and discuss any changes or improvements. The briefings should be no more than 10 minutes long. In order to keep them brief, it is important to only discuss the content on your Information Centre - anything else can be discussed at another time.

Why use ICs?

- Monitor team performance against key measures.

For front line teams, these are **NOT** your usual lagging KPIs - they are leading indicators that the team can influence & improve day-to-day.
- Display team purpose, team skills and experience
- Drive team accountability for performance
- Show & review key process maps or work standards for the team
- Provide a place for team members to highlight problems or questions for review & action

If the Information Centre is built for groups of senior managers, rather than front line teams, the meetings can be held weekly and last slightly longer.

Physical Information Centres are ideal for co-located teams who are sat together. However, this is increasingly not possible and virtual Information Centres are becoming more of a requirement. The trick to making virtual Information Centres work is to integrate them into daily use. For example, using them to: guide daily meetings; report on, monitor & resolve problems; capture ideas; and review process maps & standardised work documents.



Fig. 1: The image above is a schematic of a physical information centre, the same content needs to be covered if you opt for an electronic alternative.

// In addition to the cultural benefits of using Information Centres, they are also the most effective way I know of driving continuous improvement and achieving marginal gains in performance.

The collective result of marginal gains should never be overlooked.

James Clear pointed out in his book, Atomic Habits, that a 1% improvement every day is a net improvement of 37.8% over the course of a year (1.01^{365}). **//**

Rhiannon Gibbs,
Director at
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Say Hello!

If you need any help setting up your Information Centre, or would like any more information, don't hesitate to get in touch.

Please email
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