# **opentext**

## The three Es of operational mastery

Operational experience, operational efficiency, and operational excellence are distinct organizational goals that exist in an interconnected state. If operational excellence is an organizational imperative, it can't be fully realized without a solid foundation that begins with optimizing operational experience.

#### **Excellence**



Operational efficiency provides the foundation for operational excellence.

It's a strategy focused on consistently achieving superior operational performance. It requires culture shift and buy-in at all levels.

i.e., How can we continuously improve?

#### **Efficiency**



A strong operational experience fuels operational efficiency.

It's the measure of how effectively and optimally your organization uses its investments, people, processes, and technology to produce desired outcomes.

i.e., How are we measuring up to our goals?

#### **Experience**



Operational experience aligns processes to functional or departmentalspecific needs.

It's the essential connection between people, content, and processes in your organization.

i.e., How easy is it to get the right work done?

### Get started with smarter operational experience.



#### **About OpenText**

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