Helping Startups With Clearer Planning

30 min. Talk. 15:40 to 16:10, Saturday 19.9.2015 Black Sea Conference, Odessa, Ukraine by **Tom Gilb** <u>tom@Gilb.com</u> @ImTomGilb <u>gilb.com</u>

What exactly is a Startup ?

Looking for its business model

Selling/providing what ?

To whom ?



19 September 2015

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Why Better Planning?

- Better basis for **decision making**
- Better communication between startup members
- Clearer pivoting, change of ends and means
- Clearer communication to all external people
 - Suppliers
 - Customers
 - Users
 - Finance sources
- Getting you to your business model faster
- Giving you as basis for eternal learning and change



LOOWATT: A NEW PARADIGM IN SANITATION





Nick Coutts Presenting





Royal College of Art

Imperial College Business School

Design London

Imperial College Faculty of Engineering





Key Values: LooWat not 'toilet' It is about Health and Sanitation: Culture

Improve Sanitation

Target: 25% - 75% Unit: Waste collected / waste produced by user group

- Sustainability and Longevity Target: 0\$ - 0\$ Unit: Cost to single user per month
- Story and Data Target: 0.4 - 0.8 Unit: Average of factors rated 0.0 – 1.0

Managing Risk Target: 0.2 – 0.8 Unit: Average of factors rated 0.0 – 1.0

Methodology

Target: 0.4 – 0.8 Unit: Average of factors rated 0.0 – 1.0

 Diffusing Knowledge Target 0.15 – 0.8 Unit: Average of factors rated 0.0 – 1.0





Quantifying your Startup Strategies. How good are they for your critical objectives?



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4		Detailed risk assessment with associated impact estimation table for methods of	Research trip to madagascar (x3)	Detailed design research	Building financial models at community level	Research into existing sanitation projects	Creation of knowledge 'database'	Codification of our acquired knowledge	etc			
6	Key Values	بز	npact (% p	rogress to	wards targ	et from g	iven actio	n)	_	Total Impact	Safety Factor	
7	Improve Sanitation Target: 25% - 75% Unit: Waste collected / waste produced by user group	10	20	40	18	15	\e	0		103	1,03	
8	Sustainability and Longevity Target: 0\$ - 0\$ Unit: Cost to single user per month	0	5	20	50	10	0	0		85	0,85	
9	Story and Data Target: 0.4 - 0.8 Unit: Average of factors rated 0.0 - 1.0	5	35	20	15	3	15	5		98	0,98	
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2	Diffusing Knowledge Target 0.15 – 0.8 Unit: Average of factors rated 0.0 – 1.0	0	8	0	0	10	50	15		83	0,83	
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5	Total cost of design / action (person days)	8	30	20	15	5	15	4	0			
17	Benefit to cost ratio	10	2,9	5,0	6,5	10,6	4,3	8,3				



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17	Benefit to cost ratio	1	10 2,9	5,0	6,5	10,6	6 4,3	8,3	A			



Critical Objectives?

Key Values



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Diffusing Knowledge Target 0.15 – 0.8 Unit: Average of factors rated 0.0 – 1.0

Quantifying your Startup Strategies. 0% no good, 50% halfway to our goals on time

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4	Total imp	pact of design / action	8	80 88 8 30	100	98 <u>53</u> 15 5	65 15	33 0		
6 7	Benefit	to cost ratio	1	0 2,9	5,0 6	6,5 10,6	4,3	8,3 🔺		



Total Impact of All Strategies on Each Goal



Overall Impact of a strategy on ALL your goals. And the Value to Cost Ratio (the 'Efficiency' of the Strategy)



ŀ	Total impact of desig	gn / acti	on						80			88	
Total cost of design / action (person days) 8											30		
Benefit to cost ratio 10											2,9		
5	Key Values		Im	pact (% pr	ogress tov	vards targe	et from giv	n action	ו)	_	Total Impact	Safety Factor	
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FEEDBACK FROM LOOWAT

- They continued to use the planning method throughout the 14 month project
 - Because it helped keep them on track to the real critical objectives
- They highly ulletrecommended to their 20 parallel incubator projects, that they should use these methods for planning their startups



10.2013

09.2013 The Buckminster Fuller Challenge 2013 - Semi-finalist

06.2013

Awards

The Observer

Observer Ethical



01.2013 Innovate UK -**Rushlight Resource** Innovation Award

Rushlight Awards

01.2013 Innovate UK -**Rushlight** Organic **Resource Award**



04.2011 Bill & Melinda Gates Foundation - Grand Challenges Explorations grant phase I



Winners!



 The <u>Bill & Melinda</u> <u>Gates Foundation has</u> <u>awarded Loowatt Ltd a</u> <u>\$1 million grant to</u> <u>expand its pioneering</u> <u>waterless toilet systems</u> <u>in Madagascar and</u> <u>Sub-Saharan Africa.</u>

• 13.09.2013



Many Awards



10.2013 Smarta100 Awards 2013 - Top 100 Small Businesses in the UK, **Biggest Social Impact** Category

2013 SEMI-FINALIST



09.2013 The Buckminster Fuller Challenge 2013 Semi-finalist



07.2013 Bill & Melinda Gates Foundation – Grand Challenges Explorations grant phase II

Link to Award Information

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06.2013 The Observer – Observer Ethical Awards



02.2013 **Climate Change Week** award – Best Product 2013



01.2013 Innovate UK -**Rushlight Resource** Innovation Award

The Startup Week

The Agile Evo Project Startup Week Standard http://www.gilb.com/dl562

An Agile Project Startup Week Gilb's Mythodology Column www.gilb.com/dl568

Evo Startup Week: Formal Process



Some Critical Objectives: NeedsandMeans Tool

8 - 8 < > 🗉	0			Ċ		
		Accessionity				
+ Create new specification				T	performance	
Tag 1	Name	Automotibility			Updated	Ву
Accessibility	SPEC-FYPH08S	Automationity			4 days ago	gilbguest11
Automatibility	SPEC-13N7K3J				5 days ago	gilbguest4
Autonomy	SPEC-C2SRDTO	Autonomy			6 days ago	tomgilb
Brand Recognition	SPEC-9MAGA8W				4 days ago	tomgilb
Cognitive	SPEC-ZGOIABS	Brand Recognition			6 days ago	gilbguest1
Coherence	SPEC-ER6Y0DA				6 days ago	tomgilb
Complexity	SPEC-UAE2070	Cognitive			5 days ago	gilbguest4
Controllability	SPEC-AVKK2F6				5 days ago	gilbguest4
Demonstratability	SPEC-WYIFNM1	Coherence			5 days ago	gilbguest2
Entry Level Experience	SPEC-FQFCFX6	FX6			5 days ago	tomgilb
		Complexity				

₩ 0-	Entry Level Experience Type: Performance Requirement	(last updated by tomgilb - 5 days ago)	[∞] Permalink
Is Part Of: Usabili	ty		
Consists Of: Train	ing Design Idea		
Owner: 🗣 0 <s< td=""><td>strong>Joy</td><td></td><td>2</td></s<>	strong>Joy		2
Stakeholder: 🗣 0 <	Course Instructor, project manager, project team,	HR, Finance dept	×*
Intended Readers	hip: 🗣 0 HR, Course Instructors, QA team, Projec	ct members	2
Authority: 🗣 0	Project manager	Defin	ing
Ambition Level: 🗨	0 All project members must be able to use the N	leedsandMeans tool without Critical F	actors
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Scale: 🗣 1 The	e defined [Level of Knowledge] required to receive trai	ning or to use a defined [Sy: NUMERIC V	ariables
Past: 🗣 0 Level: 6	Weeks of Training [Level of Knowledge = Entry-level, Syst	Levels of Competition	2
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Tolerable: 🗣 0 Lev	el: 3 Weeks of Training [Level of Knowledge = Entry-level,	System = Completed training with < 1 year experience usin	ig tool]

Connecting levels of goals and design: automated



Evo Startup Week: What is behind the process steps?

1. Clarify your critical values

2. Decide the main means to deliver those values 3. Evaluate the 'cost effectiveness' of our chosen means

4. Select a very high value substrategy to try out shortly for real 5. Get management OK to get practical, and deliver value next week

Analysis of detailed design for a detailed goal: Best design?

needs&rr	BCS 9-10 Sep 2015 -	A Specifications 🖽	Impact Tables More	t Follow Me -		
Home	e / Impact Tables / Likeabilit	y Exercise Table				
 € 	Settings + Add to table	₩ 0 -				
	Requirements	Video demonstrat	Colour scheme	Multilinugal support	Chock Shake	Intuitivity
676 \$	Likeability Past: 50 → Wish: 90 %	<pre></pre>	H H t 10 % 100 ± 25 % ∠ 250 % 70 % (x 0.7)	100 ± 25 %		
Ŷ	Sum Of Performance: Credibility - adjusted:	150 ± 50 % № 150 % 30 %	100 ± 25 % ≥ 250 % 70 %		63 ± 0 % № 563 % 0 %	170 ± 45 % № 733 % 119 %
	Cost To Develop \$ Past: 0 → Budget: 100 %	¹ ± 20 % ¹ × 1 % ² % (× 0.1) ¹	<pre></pre>	<pre></pre>	2.00 ± 0 % ♥ 0 2 ± 0 % № 10 % 4 % (× 0.0)	13 ± 5 % ♀ 0 13 ± 5 % ▶ 23 % 26 % (x 0.0)
	Sum Of Resources: Credibility - adjusted:					
	Performance To Cost:	∰ 150.00	€ 50.00	∰ 50.00	∰ 31.50	13.08
	Ratio (Worst Case) Ratio (Cred adjusted)	4.76 15.79	25.00 29.17	31.17 17.86	31.50 0.00	6.94 4.58

Detail: 'Video demo' impacts 'Likeability' goal by 60% of way



Value to Cost of Design Strategies



Design Effectiveness with regard to Risks (±, Credibility)



Evo Weekly Cycle after Startup Week (week 2, 3, 4, ... n) 'Evo' is same principle as Lean Startup, and Deming PDSA

8. If all goals reached, or all resources expended: stop this process

1. Set numeric goal for the cycle

2. Choose exact substrategy, and exact target environment

7. Act on that learning. Feed to Project Control.

Value Delivery Cycle

3. Build (if necessary), Acquire (if necessary)

6. Learn from results and feedback. Feed to Project Control

5. Measure results, gather other feedback 4. Implement Evo Step in chosen environment

Evo Project Management Standard, Jan 12 2013 <u>http://www.gilb.com/dl563</u> http://www.gilb.com//tiki-download_file.php?fileId=77

The 2 Day Public Training in Startup Planning. Learn by Doing. Perhaps Using a Tool



Helsinki Startup Case

One startup in Finland said 'we could have saved six months time if we had done this earlier'.





Triba Startup Case non confidential

Helsinki March 2014 Tom@Gilb.com

Draft Stakeholders list

- Most critical stakeholders:
 - Students
 - (various types!)
 - University, Maths, Adult Education
 - ? what is the 10 year horizon set of these
 - Teachers
 - Personas:
 - Rectors
 - Local (Council) Education Law
 - Tablets, various types
 - Product Reviews/Reviewers
 - Google
 - Educational Institutions
 - University SEE NEEDS
 - University: defined as:
 - » Virtual: defined as
 - » Any Subjects
 - » Subject = Maths
 - » Size = About 100,000 (Saudi pilot)
 - » For Profit
 - Technical College
 - Polytechnical = TECHNICAL COLLEGE ???
 - Gymnasium
 - Junior Schools



Brainstormed needs:

Top Ten Critical Objective/needs/benefits/Requirements

Names of Objectives

- <u>Effectiveness</u>: Understand the Effectiveness of their Teaching
- Drop Out Rate:
- Profitability:
- <u>Scope</u>: of content
- <u>Employability</u>:
- Distance Capability:
- Tool Real Deployment:
- <u>Visibility of Learning</u>: Transparency
- <u>Ranking Effect:</u>
- Collaboration Capability:

<u>Competitive Differentiation:</u>

- Personal Adaptability:
- User Experience:
- Usability:



www.credohighered.com

One Objective Quantified

- <u>Competitive Differentiation</u>
- Type: Complex Top Level University Objective
 - Version: 18.03.2014 11:38
 - Owner: CEO (Mervi)

- Ambition: "disrupt the education industry" <- Vesa (Founder) 18.3.14

- Includes: <subattributes>
 - Market Penetration Rate:
 - User Growth Rate:
 - Relative Share Price:
 - Bottom Up Adoption:
 - Education Policy Changes:
 - Change of Education Methods:
 - A N D ...
 - Customer Value: "probably complex but not now"
 - Type: Elementary ? Objective.
 - Ambition: <customer delighted long term> <- Vesa (Founder) 18.3.14
 - Scale: % of defined [Customers/Users/Institutions] who retain or improve on defined [Delight Level] for defined [Periods]
 - Meter [Universities, Introduction Year] Sampling surveys at least 20% of Users
 - Gal [Institution = University, Mode = Virtual, Subject = Maths, Size = 100,000, Funding
 For Profit, Users = Students, Delight level = Upper 25%, Period = at least 3 years,
 Deadline = By End 2015 ??, Market = Saudi] at least 90% ?? <- SWAG TG
 - Tolerable [Institution = University, Mode = Virtual, Subject = Maths, Size = 100,000, Funding = For Profit, Users = Students, Delight level = Upper 25%, Period = at least 3 years, Deadline = By End 2015 ??, Market = Saudi] at least 70% ?? <- SWAG TG</p>

Draft Strategies Overview

For G1

- G1:Goal [Institution = University, Mode = Virtual, Subject = Maths, Size = 100,000, Funding = For Profit, Users = {Students, Teachers}, Delight level = Upper 25%, Period = at least 3 years, Deadline = By End 2015 ??, Market = Saudi] at least 90%
- Strategies, in order of presumed effectiveness;
 - S1: Product must meet
 Published Expectations
 - S2: Product must meet
 <u>Implied or Normally Expected</u>
 Expectations
 - S3: Product must meet
 <u>Expectations from the</u>
 <u>Culture</u> (ex Moslem Uni)
 - S4. <Shared income model with Singapore> ?? <-Leila-Mari

S1 Detail: Impacts

- <u>S1</u>: Product must meet Published Expectations.
- Impact [G1] 75% ±15% ??
 <- Vesa
- (means "all the way to the 90% satisfaction over 3 years" on the Deadline).
- <u>Cost</u> as % of 'Budget' : about 1% of money left in Bank now from initial investors.

- <u>Evidence</u>: bits and pieces collected from various sources, Helsinki U. My and Company Experience from Various sources
- "100% of uni Teachers at Hel Uni, would start using Triba even if their Uni would not buy it.
- Source: Pilot feedback by the professor on the course. Sanna
 Vahtivuori URL: none known.Two hours interview
- <u>Sources</u>: Customers and users, potential customers.

• <u>Credibility</u>: (0.0 to 1.0) 0.2 (one

Startup Policies: developed for Triba, Helsinki after our experiences

P1. Value for money is a good prioritization principle.

P2. Value and Cost will be evaluated with respect to risk, uncertainty, and known technology.

P3. Procurement will be based on Payment for defined Results (quantified values of key stakeholders), NO Cure No Pay, flexiblecontracts.com

P4. All critical values of systems, products or organization will be articulated quantitatively, so they are clear, objective, trackable and transparent (see Gilb CE Chapter 5)

5. All strategies, architecture, proposed solutions will be made responsibly transparent using Impact Estimation methods (estimation of % value, ± uncertainty, evidence, source, credibility, for ALL critical dimensions.

6. We will quality assure all decisions and plans wrt to this policy and wrt any consequent "Rules" (see CE book for Rules, like All strategies which have estimated effects on our goals). Reminder see Intel SQC method case, move your requirements from 300 defects/page down to 10 in short term and 1 in longer term, for exit to next process.

Chinese Startup

Hi Tom,

I'm Yan, you met today in morning lecture, it was my great honour to attend this lecture. As Nick said this will change my life, I think it actually has.

It's like a magic 'pain killer', instance and burst way to solve management problems which gives me tons of headache, such a fascinating chemical reaction between programming logic and management! I will call it "Art of Management Deduction".

It is very important to me as being an entrepreneur. My first product's patent just been priced 200,000 pounds by another company. I decided not to sell but use this product as the start-up product for my future products.

Thank you so much for showing up today, which has totally affected my future management style. I tried your method with some other issues I was troubled for very long time, they are instantly solved !! Quantitative does work!

I'm currently 24 years old with big ambition to deliver innovative products, but to be honest I hate currently Chinese model of business, so I established my own company in UK called HEXCAL (HEX means 16bit, with CAL it become an adjective, the actual meaning of it is: everything can be digitalised .) for innovative high-tech products design and sale .

Thanks for the workshop, it's an really impressive day in my life.

I also ordered your Competitive Engineering book on amazing, prepare to have a deep reading ... and sure, I will have further questions and so glad to ask you in future.

Best wishes, Yours sincerelyYan,<u>lucifang@hotmail.com</u>, Feb 2015

Main Tools Engineering:

- 1. quantified prime objectives
- 2. quantified value of strategies
- 3. rapid delivery of value, measurement, and adaptation

Principle

If you quantify critical values, you clarify, you are forced to think deeply, and to communicate better





Practical Tools for Clearer Management Communication

Free 'Value Planning' manuscript

The One-Page 'Value Planning' Book.

Why? I believe your time is valuable. I believe that if someone is an expert or master of a subject, they can write it down in one page or less. So, to potentially save you the time, of reading the rest of the book, I'll try to do a 1-page version right here and now. If you need more detail later, you know where to find it.

Sound Bite

Deliver Real Value Now

.....

The One Sentence Summary.

Value Planning (VP) means you will elicit and clarify critical stakeholder values quantitatively, and prioritize delivering those values, as soon as possible.

The One Paragraph Summary.

- 1. STAKEHOLDERS: Identify your most critical stakeholders.
- 2. **OBJECTIVES**: Identify the smart levels of their most critical value improvements.
- 3. **STRATEGIES**: Identify potential strategies for delivering planned value levels to stakeholders, at lowest cost and risk.
 - 4. **SMALL STEPS**: Decompose strategies into suitably smaller deliverable increments.
 - 5. DELIVER VALUE: Attempt to deliver measurable value to some stakeholders.
 - 6. **LEARN**: Measure results and costs; then decide if you are on track, or need to change something. *Continue the process until all goals reached.*

valueplanning

<u>tinyurl.com/</u>

The Rest-of-the-Page Summary.

- 1. We will make use of our Planning Language, called 'Planguage' ('PL').
- 2. The central capability of Planguage is that it can be used for *any system* of 'product' or 'service', at any level of abstraction or detail.
- 3. Planguage is capable of expressing all results, improvements, values and qualities quantitatively.
- 4. Planguage can help you plan, estimate and track delivery of *all costs* and resources.
- **5.** Planguage will help you keep numeric accounts of *multiple critical values*, and corresponding *multiple critical resources*, so you can manage value for money; i.e. the *efficiency* of planning, decision-making and contracted result deliveries.
- **6.** Planguage is extremely *risk* conscious at the level of every aspect of planning that might involve risk to your successful value delivery.
- 7. Planguage not only helps with planning values and costs, but is consequently used to manage practical *implementation*, learning and *feedback* from plan application.
- **8.** Planguage will help you *align* and connect plans at many *related levels* of consideration, from top management to the most detailed level of planning you need.
- 9. Planguage enables you to measure the quality of planning, and to set a release threshold for plans.
- 10. Planguage has tools to *automate* plan specification, and to integrate your updated decisions and knowledge.

Technical Detail and Real Examples:

My TEDx Talk <u>http://tinyurl.com/GilbTedx</u>, "All Qualities Can Be Quantified". 18 minutes.

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