

What leaders must do to make business systems do what they want

Leading Business Systems

Dimensions of Leadership

- **Results** (Constraint Management)
- **Cost** (Lean Management)
- **Quality** (TQM, Six Sigma)
- **Competence**
(Knowledge Management)

Business Systems

- **Enterprise System**
- **Sales System**
- **Manufacturing System**
- **Logistics System**
- **Service System**

Levels of Leadership

- **Strategy**
- **Operational Leadership**

Systems Theory

Examples

System Dynamics
Theory of Constraints
Self-organizing Systems
General Systems Theory

Special Systems Theory

Examples

Social Systems
Business Systems
Systems Thinking
Planet Earth as System

Theories about what systems are and how they work

Extension of systems theory into specific fields