

# Innochat

## Innovative opportunities to satisfy process needs

Times shown in: [Eastern Standard Time](#) and [Coordinated Universal Time](#)

Between **2016 Mar 10 11:45** and **2016 Mar 10 13:15**  
25 people sent 267 messages containing #innochat

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11:50:25 16:50:25	<b>Ken Gordon</b> @quickmuse		.@JohnWLEwis But will be sure to watch for the #innochat transcript.
11:51:32 16:51:32	<b>John W Lewis</b> @JohnWLEwis		We'll miss you, Ken (@quickmuse). Enjoy your meeting. #innochat
11:54:12 16:54:12	<b>John W Lewis</b> @JohnWLEwis		Always good to hear how useful our transcripts are. #innochat <a href="https://t.co/bGohv9X1MH">https://t.co/bGohv9X1MH</a>
11:55:07 16:55:07	<b>ChatSalad</b> @ChatSalad		Only 5 minutes to go 'til the #innochat chat. #ChatSalad.
11:55:10 16:55:10	<b>John W Lewis</b> @JohnWLEwis		Roll up for #innochat, starting in 5 mins.
12:00:10 17:00:10	<b>John W Lewis</b> @JohnWLEwis		Welcome to #innochat! This is episode 5 of our 7 part series on sources of opportunities for innovation, as identified by Peter Drucker.
12:01:26 17:01:26	<b>John W Lewis</b> @JohnWLEwis		#innochat, starting now, is on "Innovative opportunities to satisfy process needs". See the framing post, here: <a href="https://t.co/Xb8TaoSBbp">https://t.co/Xb8TaoSBbp</a>
12:02:28 17:02:28	<b>John W Lewis</b> @JohnWLEwis		Please say hello and let us know a little about yourself, as you arrive for #innochat
12:05:54 17:05:54	<b>Kristen HaydenSafdie</b> @khaydensafdie		@JohnWLEwis Hi! I'm an e-learning person here for the intersection of #edtech and #innovation #innochat
12:06:17 17:06:17	<b>Mike Baldwin</b> @mikey3982		@JohnWLEwis hi John joining in from Germany #innochat working on innovations in health care
12:06:20 17:06:20	<b>John W Lewis</b> @JohnWLEwis		Our #DruckerFest (as @Renee_Hopkins calls it!) #innochat series is about identifying types of change which enable innovation.
12:06:38 17:06:38	<b>Saul Kaplan</b> @skap5		Process is the new product! #innochat
12:06:49 17:06:49	<b>John W Lewis</b> @JohnWLEwis		@khaydensafdie Hi Kirsten, great to see you! #innochat
12:07:32 17:07:32	<b>John W Lewis</b> @JohnWLEwis		@skap5 That can be confusing when people distinguish product innovation from process innovation! ;-) #innochat
12:07:35 17:07:35	<b>Andrew Marshall</b> @DrewCM		Greetings to one and all from lovely and warm Philadelphia. Drew here, CEO at Primed. Long time innocat — increasingly absent. #innochat
12:08:14 17:08:14	<b>Andrew Marshall</b> @DrewCM		@skap5 And systems the new service! #innochat
12:08:18 17:08:18	<b>John W Lewis</b> @JohnWLEwis		@DrewCM Hello Drew! Great to see that you have time for #innochat today.
12:08:25 17:08:25	<b>nishant</b> @TSnishant		RT @skap5: Process is the new product! #innochat
12:08:28 17:08:28	<b>alan</b> @shiny_penny		hello #innochat great to see everybody this week.

12:08:45 17:08:45	<b>John W Lewis</b> @JohnWLewis		@shiny_penny Hello and welcome back, alan! #innochat
12:09:18 17:09:18	<b>John W Lewis</b> @JohnWLewis		Let's make a start, bearing in mind that this series is about areas in which changes occur ... #innochat
12:09:23 17:09:23	<b>Andrew Marshall</b> @DrewCM		@mikey3982 interested to hear what you are doing in health care. I'm running a program in the clinical trial space in May. #innochat
12:09:36 17:09:36	<b>John W Lewis</b> @JohnWLewis		Q1 What examples do you have of innovation through changes in process needs or in the means to satisfy them? #innochat
12:09:43 17:09:43	<b>alan</b> @shiny_penny		RT @JohnWLewis: Q1 What examples do you have of innovation through changes in process needs or in the means to satisfy them? #innochat
12:09:54 17:09:54	<b>Andrew Marshall</b> @DrewCM		@JohnWLewis Happy to be here, Dr Lewis. Locked in for the hour, too. #innochat
12:10:11 17:10:11	<b>John W Lewis</b> @JohnWLewis		@DrewCM @mikey3982 You two should talk! #innochat
12:10:28 17:10:28	<b>alan</b> @shiny_penny		#innochat A1 software development, from waterfall to agile to devops process changes
12:10:33 17:10:33	<b>John W Lewis</b> @JohnWLewis		@DrewCM Excellent news! ;-) #innochat
12:11:14 17:11:14	<b>John W Lewis</b> @JohnWLewis		So, any examples, people? In the framing, three major areas are identified. #innochat
12:11:33 17:11:33	<b>Josh McCormack</b> @joshmccormack		Hello #innochat
12:11:37 17:11:37	<b>Andrew Marshall</b> @DrewCM		A1 FedEx on the delivery side. Amazon on the shopping side (actually multiple process shifts there: browsing, purchase, shipping) #innochat
12:11:59 17:11:59	<b>Josh McCormack</b> @joshmccormack		RT @Renee_Hopkins: #DruckerFest continues on #innochat today! Join us (or them, if my lunch meeting doesn't get canceled). <a href="https://t.co/GMixWApUqg">https://t.co/GMixWApUqg</a>
12:12:12 17:12:12	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Hello Josh! Great to see you. #innochat
12:12:25 17:12:25	<b>Randy Deutsch</b> @randydeutsch		RT @skap5: Process is the new product! #innochat
12:12:27 17:12:27	<b>Mike Baldwin</b> @mikey3982		@JohnWLewis #innochat surely obtaining and listening to music has had the greatest process change?
12:12:34 17:12:34	<b>Josh McCormack</b> @joshmccormack		@quickmuse @JohnWLewis Oh, what a loss! #innochat
12:13:00 17:13:00	<b>John W Lewis</b> @JohnWLewis		@DrewCM Yes, shopping and delivery is a big one. Always amazed by how many different ways it can be done! #innochat
12:13:12 17:13:12	<b>Ken Gordon</b> @quickmuse		@joshmccormack @JohnWLewis Harf! #innochat
12:13:53 17:13:53	<b>John W Lewis</b> @JohnWLewis		@mikey3982 Definitely. Music, and publishing in general, have undergone huge process changes. #innochat
12:14:07 17:14:07	<b>Josh McCormack</b> @joshmccormack		A1: Toyota did some amazing things with process with Just in Time delivery of materials for manufacturing. #innochat
12:14:14 17:14:14	<b>Kristen HaydenSafdie</b> @khaydensafdie		A1) Instructional design/development is full of process changes/updates to handle shift from learning in-person to online #innochat
12:14:37 17:14:37	<b>John W Lewis</b> @JohnWLewis		@quickmuse Oi! Aren't you supposed to be in a meeting? ;-) @joshmccormack #innochat
12:14:39 17:14:39	<b>alan</b> @shiny_penny		#innochat A1 photography printing, from dark room to send digital image to a printer across the room
12:15:00 17:15:00	<b>Josh McCormack</b> @joshmccormack		@shiny_penny Yes, interesting. Moving away from waterfall makes for quicker cycles and more feedback. #innochat

12:15:02 17:15:02	<b>Mike Baldwin</b> @mikey3982		@JohnWLewis A1 #innochat also would be interesting to map where the value has shifted /shared in process innovation.is it always cheaper?
12:15:04 17:15:04	<b>Saul Kaplan</b> @skap5		Opportunities for capability innovation are everywhere. A capability is comprised of people, process and technology. #innochat
12:15:10 17:15:10	<b>Josh McCormack</b> @joshmccormack		@JohnWLewis Thanks John. #innochat
12:15:51 17:15:51	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Yes! Huge! The whole Lean movement (not the Lean Startup thing) is a fundamental upheaval. #innochat
12:15:55 17:15:55	<b>Tee-Tones</b> @tiskin8d		Money and transactions have undergone great changes. Think Bitcoin, online payment platforms, mobile money etc. #innochat
12:16:37 17:16:37	<b>Josh McCormack</b> @joshmccormack		@shiny_penny Changes in photography have had ripples in publishing & elsewhere. Everyone's a real time semi pro photographer now. #innochat
12:16:57 17:16:57	<b>John W Lewis</b> @JohnWLewis		@khaydensafdie It is. I was involved in training and learning for years and adoption was patchy and complex. #innochat
12:17:04 17:17:04	<b>Kristen HaydenSafdie</b> @khaydensafdie		@mikey3982 @JohnWLewis Interesting question in #edtech. Development time is much longer today than before. Does it balance out? #innochat
12:17:04 17:17:04	<b>Mike Baldwin</b> @mikey3982		@tiskin8d nice point it seems like some are "enablers" for further changes? #innochat
12:17:17 17:17:17	<b>John W Lewis</b> @JohnWLewis		@shiny_penny Yup! (See framing ;-)) #innochat
12:18:02 17:18:02	<b>Andrew Marshall</b> @DrewCM		A1 I like the way Hilti addressed tool ownership costs with their tool fleet management offering. <a href="https://t.co/GnIvcmRbsu">https://t.co/GnIvcmRbsu</a> #innochat
12:18:08 17:18:08	<b>alan</b> @shiny_penny		#innochat A1 kitchen changes such as using 3D printers to print food, microwave etc
12:18:08 17:18:08	<b>Kristen HaydenSafdie</b> @khaydensafdie		@JohnWLewis Standard is still ADDIE/Dick & Carey. People I've worked with tend to just personally amend the classics. #innochat
12:18:10 17:18:10	<b>Josh McCormack</b> @joshmccormack		@tiskin8d Financial innovation has removed crime like kiting checks simply by making transactions near instantaneous. #innochat
12:18:49 17:18:49	<b>Josh McCormack</b> @joshmccormack		@JohnWLewis @khaydensafdie I love gamification in learning. Seems innovative in providing feedback. #innochat
12:18:51 17:18:51	<b>John W Lewis</b> @JohnWLewis		@skap5 Yes, and the tipping points occur as one model surpasses another. #innochat
12:19:31 17:19:31	<b>John W Lewis</b> @JohnWLewis		@tiskin8d True. Some of those are still rather immature for most people. #innochat
12:19:35 17:19:35	<b>Josh McCormack</b> @joshmccormack		@quickmuse @JohnWLewis Need some meeting innovation! #innochat
12:19:53 17:19:53	<b>Tee-Tones</b> @tiskin8d		Most definitely these have made it possible to attempt to do the impossible...#innochat @mikey3982 <a href="https://t.co/RVBMxgjiUT">https://t.co/RVBMxgjiUT</a>
12:20:01 17:20:01	<b>alan</b> @shiny_penny		#innochat A1 transportation engines from petrol back to electricity again. tesla, prius, leaf,
12:20:13 17:20:13	<b>Tee-Tones</b> @tiskin8d		RT @joshmccormack: @tiskin8d Financial innovation has removed crime like kiting checks simply by making transactions near instantaneous. #i...
12:20:14 17:20:14	<b>John W Lewis</b> @JohnWLewis		@DrewCM Thanks, Drew, I'll have a look at that on afterwards. #innochat
12:20:45 17:20:45	<b>John W Lewis</b> @JohnWLewis		Q2 To what extent is the customer or user involved in the adoption of these innovations? #innochat
12:20:51 17:20:51	<b>alan</b> @shiny_penny		RT @JohnWLewis: Q2 To what extent is the customer or user involved in the adoption of these innovations? #innochat
12:20:53 17:20:53	<b>Andrew Marshall</b> @DrewCM		A1 IKEA - variationless, flat-pack furniture independent of region. Manufacturing, logistics, marketing all impacted. #innochat

12:21:27 17:21:27	<b>Andrew Marshall</b> @DrewCM		A2 Consultants' answer: "It depends" #innochat
12:21:30 17:21:30	<b>Kristen HaydenSafdie</b> @khaydensafdie		@joshmccormack Absolutely! And it innovates not only how teachers teach but how learners learn. #innochat
12:22:01 17:22:01	<b>John W Lewis</b> @JohnWLewis		@joshmccormack @khaydensafdie Yes, I think that some people are, at last, getting serious about high quality training. #innochat
12:22:03 17:22:03	<b>Tee-Tones</b> @tiskin8d		@joshmccormack the spontaneity of transactions & emphasis on security across networks is testament to our entrepreneurial acumen #innochat
12:22:15 17:22:15	<b>alan</b> @shiny_penny		#innochat A2 sometimes it's customer driven by what they accept or ideas from their feedback using alpha/beta products
12:22:34 17:22:34	<b>Mike Baldwin</b> @mikey3982		@DrewCM it seems like the IKEA example is multiple "micro" process changes in one org? #innochat or a capability to do that?
12:23:14 17:23:14	<b>Andrew Marshall</b> @DrewCM		A2 Context & proximity to customer are key (seedefinition of customer). Some of my clients in B2B 12-17 steps away from consumer #innochat
12:23:48 17:23:48	<b>John W Lewis</b> @JohnWLewis		@khaydensafdie Some venture capitalists are starting to get serious about these, as larger projects, I think. @mikey3982 #innochat
12:23:49 17:23:49	<b>Saul Kaplan</b> @skap5		We're better at process efficiency improvements than leveraging process to transform customer value. #innochat
12:24:28 17:24:28	<b>Kristen HaydenSafdie</b> @khaydensafdie		A2) When the customer (external or internal looking at bottom line) forces a process change, those still into old way may struggle #innochat
12:24:30 17:24:30	<b>John W Lewis</b> @JohnWLewis		@joshmccormack I think that @quickmuse is showing us the way! #innochat
12:25:02 17:25:02	<b>Andrew Marshall</b> @DrewCM		@mikey3982 In IKEA's case — a reframing of the whole business model (@skap5 must have an opinion on that) meant process shift #innochat
12:25:17 17:25:17	<b>John W Lewis</b> @JohnWLewis		@shiny_penny Yes, and all the infrastructure required to support it. #innochat
12:25:22 17:25:22	<b>alan</b> @shiny_penny		#innochat A2a sometimes by watching how customers use products vendors see new uses they didn't think of
12:25:31 17:25:31	<b>Josh McCormack</b> @joshmccormack		@DrewCM And stores like Ikea, Costco, etc making the warehouse the showroom. #innochat
12:26:07 17:26:07	<b>Andrew Marshall</b> @DrewCM		@skap5 Word. In large business systems there is an "immune system response" (via Bob Weiler) to transformational change #innochat
12:26:17 17:26:17	<b>John W Lewis</b> @JohnWLewis		@DrewCM Ha, like the mathematician, physicist, and systems analyst going for a job interview? ;- ) #innochat
12:26:39 17:26:39	<b>Andrew Marshall</b> @DrewCM		@joshmccormack Showroom and human habit trail! #innochat
12:26:52 17:26:52	<b>John W Lewis</b> @JohnWLewis		@DrewCM Yes, IKEA definitely offloaded some work onto their customers! #innochat
12:26:54 17:26:54	<b>Amparos GPS Media</b> @GPSAmparos		RT @DrewCM: A1 I like the way Hilti addressed tool ownership costs with their tool fleet management offering. <a href="https://t.co/GnIvcmRbsu">https://t.co/GnIvcmRbsu</a> #inno...
12:26:57 17:26:57	<b>alan</b> @shiny_penny		@joshmccormack @DrewCM #innochat shopping changes online ecommerce ebay, craigslist, jet, amazon, and delivery
12:27:20 17:27:20	<b>Andrew Marshall</b> @DrewCM		@JohnWLewis What, they couldn't figure out which candidate was the perfect solution? #innochat
12:27:55 17:27:55	<b>Tee-Tones</b> @tiskin8d		A2. The customer usually start an unwilling accomplice who in the long run acts as if he had thought up the idea in d first place #innochat
12:28:07 17:28:07	<b>alan</b> @shiny_penny		RT @tiskin8d: A2. The customer usually start an unwilling accomplice who in the long run acts as if he had thought up the idea in d first p...
12:28:12 17:28:12	<b>Saul Kaplan</b> @skap5		.@DrewCM @mikey3982 Capabilities are the amino acids of a business model. Combining them in new ways can unleash value. #innochat

12:28:13 17:28:13	<b>John W Lewis</b> @JohnWLewis	 Try IT training, @DewCM, where there is almost no connection! #innochat <a href="https://t.co/O6uDyiJbdN">https://t.co/O6uDyiJbdN</a>
12:28:27 17:28:27	<b>Startup Lessons</b> @pencilstartup	 RT @JohnWLewis: @joshmccormack Yes! Huge! The whole Lean movement (not the Lean Startup thing) is a fundamental upheaval. #innochat
12:28:32 17:28:32	<b>Andrew Marshall</b> @DrewCM	 @JohnWLewis That's an interesting observation: when does transfer of process ownership to users become offloading of value gen? #innochat
12:28:35 17:28:35	<b>alan</b> @shiny_penny	 RT @skap5: .@DrewCM @mikey3982 Capabilities are the amino acids of a business model. Combining them in new ways can unleash value. #innochat
12:28:48 17:28:48	<b>InnoSkills</b> @boonbm	 RT @skap5: We're better at process efficiency improvements than leveraging process to transform customer value. #innochat
12:29:05 17:29:05	<b>Tanmay Vora</b> @tnvora	 RT @skap5: We're better at process efficiency improvements than leveraging process to transform customer value. #innochat
12:29:11 17:29:11	<b>John W Lewis</b> @JohnWLewis	 @skap5 Sure, but those continuous improvements are not (in my book) "innovation". #innochat
12:29:27 17:29:27	<b>InnoSkills</b> @boonbm	 RT @JohnWLewis: Q2 To what extent is the customer or user involved in the adoption of these innovations? #innochat
12:29:31 17:29:31	<b>alan</b> @shiny_penny	 @DrewCM @JohnWLewis #innochat is that what is happening in health care, offloading to the patient? fitbit, etc
12:29:33 17:29:33	<b>Mike Baldwin</b> @mikey3982	 @skap5 @DrewCM now thats nice - i wasn't quick enough with an immunological response! #innochat
12:29:38 17:29:38	<b>John W Lewis</b> @JohnWLewis	 @khaydensafdie Everything involves a process! #innochat
12:30:04 17:30:04	<b>Dasanj Aberdeen</b> @DasanjAberdeen	 Customers may not know what they want. Your job is to help them buy into the vision #innochat
12:30:16 17:30:16	<b>InnoSkills</b> @boonbm	 RT @JohnWLewis: Q1 What examples do you have of innovation through changes in process needs or in the means to satisfy them? #innochat
12:30:17 17:30:17	<b>alan</b> @shiny_penny	 RT @DasanjAberdeen: Customers may not know what they want. Your job is to help them buy into the vision #innochat
12:30:23 17:30:23	<b>John W Lewis</b> @JohnWLewis	 @DrewCM I don't know. #innochat
12:30:38 17:30:38	<b>John W Lewis</b> @JohnWLewis	 Q3 What barriers are there to the adoption of innovative processes? #innochat
12:30:49 17:30:49	<b>Josh McCormack</b> @joshmccormack	 @shiny_penny @DrewCM Stores that treat in person & online differently dissapoint and confuse. #innochat
12:30:50 17:30:50	<b>alan</b> @shiny_penny	 RT @JohnWLewis: Q3 What barriers are there to the adoption of innovative processes? #innochat
12:30:56 17:30:56	<b>Andrew Marshall</b> @DrewCM	 @shiny_penny In part. Access to personal data and control over its acquisition is a key driver in health maintenance & prevention #innochat
12:30:57 17:30:57	<b>Josh McCormack</b> @joshmccormack	 RT @DasanjAberdeen: Customers may not know what they want. Your job is to help them buy into the vision #innochat
12:31:25 17:31:25	<b>John W Lewis</b> @JohnWLewis	 @JohnWLewis Oops, that was for you, @DrewCM. #innochat
12:31:34 17:31:34	<b>Andrew Marshall</b> @DrewCM	 @joshmccormack @shiny_penny And lose in the long-term in both contexts. #innochat
12:31:35 17:31:35	<b>Dasanj Aberdeen</b> @DasanjAberdeen	 @DrewCM: @JohnWLewis With transferring process ownership to customers, the goal is to maintain your core competencies #innochat
12:31:50 17:31:50	<b>Andrew Marshall</b> @DrewCM	 @JohnWLewis No worries. I got it. #innochat
12:32:19 17:32:19	<b>John W Lewis</b> @JohnWLewis	 @mikey3982 @skap5 @DrewCM See an earlier #innochat for more on biomimicry ;-D

12:32:20 17:32:20	<b>TheAfter5Edge</b> @TheAfter5Edge	 RT @JohnWLewis: Q3 What barriers are there to the adoption of innovative processes? #innochat
12:32:22 17:32:22	<b>Josh McCormack</b> @joshmccormack	 A3: Stake holders afraid of impact of change on them put up barriers to adoption of innovative processes. #innochat
12:32:28 17:32:28	<b>Andrew Marshall</b> @DrewCM	 @DasanjAberdeen @JohnWLewis Yes, the difference between "wise choice" and "cost-cutting exercise". #innochat
12:32:41 17:32:41	<b>Tee-Tones</b> @tiskin8d	 @JohnWLewis Innovation itself is a frustrating process where the new rules are not clearly defined. As with all change...#innochat
12:32:45 17:32:45	<b>alan</b> @shiny_penny	 #innochat A3 can be high initial entry cost which will lower with volume over time, finding the "right" market, fear of change
12:32:57 17:32:57	<b>Saul Kaplan</b> @skap5	 .@JohnWLewis Innovation is in the eye of the beholder. One person's tweak is another's transformation! #innochat
12:33:16 17:33:16	<b>Andrew Marshall</b> @DrewCM	 @JohnWLewis Where humans are involved isn't all mimicry biomimicry? ;-) #innochat
12:33:18 17:33:18	<b>John W Lewis</b> @JohnWLewis	 @DasanjAberdeen Hi Dasnanj. Yes, that's definitely true! #innochat
12:33:35 17:33:35	<b>Josh McCormack</b> @joshmccormack	 @DrewCM @shiny_penny Online/offline service & price dichotomy can cause brand death. #innochat
12:33:38 17:33:38	<b>Alea Fairchild</b> @AFairch	 @JohnWLewis #innochat A3 Org politics.
12:33:42 17:33:42	<b>alan</b> @shiny_penny	 #innochat A3 example are car dealers fear of tesla online sales
12:34:06 17:34:06	<b>Andrew Marshall</b> @DrewCM	 RT @skap5 .@JohnWLewis Innovation is in the eye of the [user]. One person's tweak is another's transformation! #innochat
12:34:08 17:34:08	<b>alan</b> @shiny_penny	 RT @skap5: .@JohnWLewis Innovation is in the eye of the beholder. One person's tweak is another's transformation! #innochat
12:34:21 17:34:21	<b>John W Lewis</b> @JohnWLewis	 @joshmccormack Yes! Allowing the technology to drive the processes confuses everyone. @shiny_penny @DrewCM #innochat
12:34:30 17:34:30	<b>Dasanj Aberdeen</b> @DasanjAberdeen	 A3 Barriers to the adoption of innovative processes incl. resistance to change, lack of management or systems to support #innochat...
12:34:41 17:34:41	<b>Tee-Tones</b> @tiskin8d	 @shiny_penny the most important of them all is the sheer capital investment involved in new processes and tech. #innochat
12:35:04 17:35:04	<b>Josh McCormack</b> @joshmccormack	 A3: Anachronistic gov regulations can be barriers to adoption of innovative processes. #innochat
12:35:13 17:35:13	<b>alan</b> @shiny_penny	 RT @DasanjAberdeen: A3 Barriers to the adoption of innovative processes incl. resistance to change, lack of management or systems to suppor...
12:35:19 17:35:19	<b>alan</b> @shiny_penny	 RT @joshmccormack: A3: Anachronistic gov regulations can be barriers to adoption of innovative processes. #innochat
12:35:32 17:35:32	<b>John W Lewis</b> @JohnWLewis	 That is a very important point, @DasanjAberdeen! #innochat <a href="https://t.co/sS2FrT46p4">https://t.co/sS2FrT46p4</a>
12:35:49 17:35:49	<b>Josh McCormack</b> @joshmccormack	 @JohnWLewis @shiny_penny @DrewCM The brand experience should supersede such tactical issues. #innochat
12:35:49 17:35:49	<b>alan</b> @shiny_penny	 #innochat A3 barriers include fighting silos and status quo
12:36:16 17:36:16	<b>Dasanj Aberdeen</b> @DasanjAberdeen	 @JohnWLewis Good to be here John! And coming to you live from London, at that! #innochat
12:36:18 17:36:18	<b>Mike Baldwin</b> @mikey3982	 @joshmccormack Are they barriers or constraints? #innochat
12:36:33 17:36:33	<b>John W Lewis</b> @JohnWLewis	 @DrewCM That might depend on philosophical questions like whether humans are part of nature! #innochat

12:36:43 17:36:43	<b>Andrew Marshall</b> @DrewCM		A3 Recognizing the limits of what should be addressed. Southwest Airlines low-cost business model meant clear process choices. #innochat
12:36:46 17:36:46	<b>alan</b> @shiny_penny		#innochat A3 more examples: uber, airbnb, zip car
12:37:09 17:37:09	<b>John W Lewis</b> @JohnWLewis		@AFairch Hi Alea! You nailed it! #innochat
12:37:40 17:37:40	<b>alan</b> @shiny_penny		RT @DrewCM: A3 Recognizing the limits of what should be addressed. Southwest Airlines low-cost business model meant clear process choices. ...
12:37:45 17:37:45	<b>Andrew Marshall</b> @DrewCM		A3 Other airlines didn't recognize the system in which they were sacrificing their passengers' experiences in process shortfalls. #innochat
12:37:49 17:37:49	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Definitely true, Josh. #innochat
12:38:25 17:38:25	<b>Josh McCormack</b> @joshmccormack		@mikey3982 Good question. Regulations can even help innovative companies avoid competition, if they can successfully navigate. #innochat
12:38:34 17:38:34	<b>Tee-Tones</b> @tiskin8d		@JohnWLewis @joshmccormack @shiny_penny @DrewCM But tech has to be the driver...is there a better driver? Tech pushes us forward! #innochat
12:38:52 17:38:52	<b>Saul Kaplan</b> @skap5		Accessing capabilities from the cloud changes the process game. #innochat
12:38:55 17:38:55	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Agree. Lack of separation of strategy from tactics is a major barrier to effective innovation. @shiny_penny @DrewCM #innochat
12:39:20 17:39:20	<b>Andrew Marshall</b> @DrewCM		@joshmccormack I don't see brand as superseding anything. It is a manifestation of the users experience of everything #innochat
12:39:34 17:39:34	<b>John W Lewis</b> @JohnWLewis		Q4 How can we uncover opportunities for innovative processes? #innochat
12:39:48 17:39:48	<b>alan</b> @shiny_penny		#innochat transportation changes from single use rockets to space shuttle to blue origin to spaceship 2
12:39:55 17:39:55	<b>alan</b> @shiny_penny		RT @JohnWLewis: Q4 How can we uncover opportunities for innovative processes? #innochat
12:40:06 17:40:06	<b>Josh McCormack</b> @joshmccormack		@tiskin8d @JohnWLewis @shiny_penny @DrewCM Companies can't compartmentalize online/off. Artificial distinction. #innochat
12:40:17 17:40:17	<b>John W Lewis</b> @JohnWLewis		Now thinking maybe Q4 and Q5 could have been reversed, but there you go! #innochat
12:40:57 17:40:57	<b>alan</b> @shiny_penny		#innochat A4 be open to change and new ideas, don't dismiss things immediately. forward thinking not protective conservative thinking
12:41:03 17:41:03	<b>Tee-Tones</b> @tiskin8d		@joshmccormack @mikey3982 But why avoid competition. Any muscle that is nor used would ultimately die...so to innovative muscle #innochat
12:41:05 17:41:05	<b>Channel Dragons</b> @ChannelDragons		RT @shiny_penny: #innochat A1 kitchen changes such as using 3D printers to print food, microwave etc
12:41:05 17:41:05	<b>Mike Baldwin</b> @mikey3982		@JohnWLewis A4 seeing simulation modelling of new processes using big data an exciting possibility #innochat
12:41:05 17:41:05	<b>Josh McCormack</b> @joshmccormack		@DrewCM Then it's the user experience that needs more harmony to present a united face of the company. #innochat
12:41:22 17:41:22	<b>Kris Huson</b> @Vruno		@joshmccormack @mikey3982 Sometimes tech is so leading edge, gov doesn't have regs yet so innovators help them write regs #innochat
12:41:31 17:41:31	<b>John W Lewis</b> @JohnWLewis		@skap5 Definitely. It's an example of widespread applicability of a new facility. #innochat
12:41:31 17:41:31	<b>Josh McCormack</b> @joshmccormack		RT @JohnWLewis: @joshmccormack Agree. Lack of separation of strategy from tactics is a major barrier to effective innovation. @shiny_penny ...
12:41:46 17:41:46	<b>alan</b> @shiny_penny		RT @tiskin8d: @joshmccormack @mikey3982 But why avoid competition. Any muscle that is nor used would ultimately die...so to innovative musc...

12:41:59 17:41:59	<b>Andrew Marshall</b> @DrewCM		A4 It's a matter of perspective-taking. Top-down, bottom-up, novel additions, KASR (Kill A Stupid Rule), Amplification, etc. #innochat
12:42:14 17:42:14	<b>Josh McCormack</b> @joshmccormack		@tiskin8d @mikey3982 Ability to dominate a market can be helpful. #innochat
12:42:16 17:42:16	<b>alan</b> @shiny_penny		RT @DrewCM: A4 It's a matter of perspective-taking. Top-down, bottom-up, novel additions, KASR (Kill A Stupid Rule), Amplification, etc. #i...
12:42:24 17:42:24	<b>Dasanj Aberdeen</b> @DasanjAberdeen		A4 First you have to be open to rethinking how things are done. "We've always done it this way" is dangerous & hinders #innovation #innochat
12:42:32 17:42:32	<b>alan</b> @shiny_penny		RT @DasanjAberdeen: A4 First you have to be open to rethinking how things are done. "We've always done it this way" is dangerous & hinders ...
12:42:39 17:42:39	<b>alan</b> @shiny_penny		RT @mikey3982: @JohnWLEwis A4 seeing simulation modelling of new processes using big data an exciting possibility #innochat
12:42:51 17:42:51	<b>Josh McCormack</b> @joshmccormack		@Vruno @mikey3982 Definitely seeing this unfold with AirBNB, Uber, Bitcoin, etc. #innochat
12:42:54 17:42:54	<b>John W Lewis</b> @JohnWLEwis		@DrewCM @joshmccormack I think I'll stand back and watch how *this one* develops! ;-) #innochat
12:42:56 17:42:56	<b>Andrew Marshall</b> @DrewCM		@joshmccormack Yes, and the user experience is driven by the value generating (or not) processes by the enterprise. #innochat
12:42:59 17:42:59	<b>Judy Gombita</b> @jgombita		A1. Electronic voting. First via machines (rather than paper ballot). Process might then move to cloud-based voting from anywhere #innochat
12:42:59 17:42:59	<b>alan</b> @shiny_penny		#innochat A4a be willing to fail over and over again
12:43:15 17:43:15	<b>Kris Huson</b> @Vruno		.@ joshmccormack @mikey3982 FDA has no regs for genetically modified livestock or their biomed innovations, for example. #innochat
12:43:26 17:43:26	<b>Dasanj Aberdeen</b> @DasanjAberdeen		RT @shiny_penny: #innochat A4 be open to change and new ideas, don't dismiss things immediately
12:43:29 17:43:29	<b>Tee-Tones</b> @tiskin8d		A4 Simple...don't 'uncover', just solve problems! Think hard about a problem, then come up with ingenious solutions. #innochat
12:44:11 17:44:11	<b>John W Lewis</b> @JohnWLEwis		@shiny_penny That's a major issue in the space world. The shuttle was reusable, but didn't last! #innochat
12:44:19 17:44:19	<b>alan</b> @shiny_penny		@tiskin8d #innochat root cause analysis instead of a the quick simple fix
12:45:03 17:45:03	<b>Andrew Marshall</b> @DrewCM		@JohnWLEwis @joshmccormack Oh, so now you're being THAT kid on the playground, John! ;-) #innochat
12:45:03 17:45:03	<b>Tee-Tones</b> @tiskin8d		The best way to be more innovative is simply to ask: "Is there a better way to breath?! Then find that way... #innochat
12:45:05 17:45:05	<b>Josh McCormack</b> @joshmccormack		@Vruno @mikey3982 And sometimes product dev in unregulated markets is easier. #innochat
12:45:16 17:45:16	<b>TwitLiveEvents</b> @TwitLiveEvents		March 10, 2016 at 01:00PM Twitter Chat - #InnoChat #TwitterChat Visit <a href="https://t.co/52cTeoQ3Zw">https://t.co/52cTeoQ3Zw</a> for more events.
12:45:17 17:45:17	<b>Saul Kaplan</b> @skap5		The objective isn't to marry capabilities but to get really good at combining/recombining them fluidly to deliver value. #innochat
12:45:35 17:45:35	<b>alan</b> @shiny_penny		#innochat A4b change back to long term thinking instead of wall \$treet induced short term thinking
12:45:39 17:45:39	<b>John W Lewis</b> @JohnWLEwis		@mikey3982 A huge area, Mike. I'd be interested to talk with you further about that. #innochat
12:45:46 17:45:46	<b>alan</b> @shiny_penny		RT @skap5: The objective isn't to marry capabilities but to get really good at combining/recombining them fluidly to deliver value. #innoch...
12:45:52 17:45:52	<b>Mike Baldwin</b> @mikey3982		@Vruno @joshmccormack How regulators innovate is a great topic #innochat

12:46:13 17:46:13	<b>alan</b> @shiny_penny	 RT @mikey3982: @Vruno @joshmccormack How regulators innovate is a great topic #innochat
12:46:31 17:46:31	<b>Tee-Tones</b> @tiskin8d	 @shiny_penny Well said. But the key is not to overthink it. Innovation may actually be blocked byxtoo much rationality...#innochat
12:47:01 17:47:01	<b>Josh McCormack</b> @joshmccormack	 @DrewCM @JohnWLewis Glad I've had the opportunity to meet you, Andrew. You're on the intellectual tier I've come to expect from #innochat.
12:47:01 17:47:01	<b>Andrew Marshall</b> @DrewCM	 @mikey3982 @Vruno @joshmccormack We have touched on regulation before here: <a href="https://t.co/3b2tbaaii">https://t.co/3b2tbaaii</a> #innochat
12:47:21 17:47:21	<b>Josh McCormack</b> @joshmccormack	 @mikey3982 @Vruno I don't envy them! #innochat
12:47:50 17:47:50	<b>John W Lewis</b> @JohnWLewis	 @DrewCM @joshmccormack Have you two only just "met"? #innochat
12:47:56 17:47:56	<b>Kris Huson</b> @Vruno	 #innochat A4 Simple tweaks can be amazing. Recent TedTalk: Men were walking on moon before it occurred to anyone to put wheels on suitcases
12:47:58 17:47:58	<b>Andrew Marshall</b> @DrewCM	 @joshmccormack Likewise. When we get firing the chat can rapidly evolve into a fast-paced and interesting exploration. Thanks! #innochat
12:48:25 17:48:25	<b>Josh McCormack</b> @joshmccormack	 @mikey3982 @JohnWLewis Almost like 6 sigma war games. :) #innochat
12:48:41 17:48:41	<b>John W Lewis</b> @JohnWLewis	 @jgombita Hi Judy! Yes, that one has a chequered history, don't you think? #innochat
12:49:09 17:49:09	<b>Tee-Tones</b> @tiskin8d	 @joshmccormack @JohnWLewis @shiny_penny @DrewCM True. There are no online/offline customers. Just CUSTOMERS...#innochat
12:49:14 17:49:14	<b>Josh McCormack</b> @joshmccormack	 @JohnWLewis @DrewCM I don't recall discussing before. #innochat
12:49:26 17:49:26	<b>Judy Gombita</b> @jgombita	 A4. When it comes to electronics/cloud-based processes, ask really young people (five or under) for the fastest way to do it! #innochat
12:49:39 17:49:39	<b>John W Lewis</b> @JohnWLewis	 Q5 How can we overcome the barriers to adoption of innovative processes? #innochat
12:50:04 17:50:04	<b>Kristen HaydenSafdie</b> @khaydensafdie	 @jgombita And a great example of customers [voters] opposing the change! #innochat
12:50:04 17:50:04	<b>alan</b> @shiny_penny	 @tiskin8d #innochat agreed
12:50:04 17:50:04	<b>Tee-Tones</b> @tiskin8d	 @joshmccormack @mikey3982 True. But it can also make you really sloppy and indifferent to change...#innochat
12:50:19 17:50:19	<b>alan</b> @shiny_penny	 RT @Vruno: #innochat A4 Simple tweaks can be amazing. Recent TedTalk: Men were walking on moon before it occurred to anyone to put wheels o...
12:50:28 17:50:28	<b>alan</b> @shiny_penny	 RT @JohnWLewis: Q5 How can we overcome the barriers to adoption of innovative processes? #innochat
12:50:36 17:50:36	<b>Judy Gombita</b> @jgombita	 @JohnWLewis it does. But it increases "voter turnout" in a huge way. Ex-pats, shut-in seniors or those with physical disabilities #innochat
12:50:45 17:50:45	<b>alan</b> @shiny_penny	 RT @tiskin8d: @joshmccormack @JohnWLewis @shiny_penny @DrewCM True. There are no online/offline customers. Just CUSTOMERS...#innochat
12:50:56 17:50:56	<b>Edna Ayme-Yahil</b> @EdnaAyme	 RT @jgombita: A4. When it comes to electronics/cloud-based processes, ask really young people (five or under) for the fastest way to do it!...
12:51:04 17:51:04	<b>John W Lewis</b> @JohnWLewis	 RT @skap5: The objective isn't to marry capabilities but to get really good at combining/recombining them fluidly to deliver value. #innoch...
12:52:18 17:52:18	<b>Tee-Tones</b> @tiskin8d	 @JohnWLewis Make innovation natural. Will adopt something quicker if it solves a real problem. On a tiny scale MS Office ribbons #innochat
12:52:51 17:52:51	<b>Judy Gombita</b> @jgombita	 @Vruno :-)) Meant in benign way. Monday doing self checkout @torontolibrary learned from (maybe) 6-year-old two steps unnecessary! #innochat

12:53:15 17:53:15	<b>Andrew Marshall</b> @DrewCM		A5 The experiments that we deploy to determine user desirability should also be considered internally for key stakeholders. #innochat
12:53:31 17:53:31	<b>Kris Huson</b> @Vruno		#innochat A5: For some, don't call it a "process". That world causes some to shut down. Modify language to "sell" the idea to diff audiences
12:53:40 17:53:40	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Well, @DrewCM is a long term, key person here, without whom, #innochat would not be what it is.
12:53:54 17:53:54	<b>Andrew Marshall</b> @DrewCM		A5 (cont'd) small tests and experiments can be useful ways to increase visibility with safe audiences first as impact is grown. #innochat
12:54:02 17:54:02	<b>Judy Gombita</b> @jgombita		@khaydensafdie depends on "voter." Electronic voting favoured by geographically challenged, physically challenged & younger voters #innochat
12:54:33 17:54:33	<b>Dasanj Aberdeen</b> @DasanjAberdeen		A5 It is important to communicate the end goal of innovative processes: efficiency, productivity, performance, value for customers #innochat
12:54:34 17:54:34	<b>alan</b> @shiny_penny		RT @Vruno: #innochat A5: For some, don't call it a "process". That world causes some to shut down. Modify language to "sell" the idea to di...
12:54:48 17:54:48	<b>alan</b> @shiny_penny		RT @DasanjAberdeen: A5 It is important to communicate the end goal of innovative processes: efficiency, productivity, performance, value fo...
12:55:00 17:55:00	<b>Josh McCormack</b> @joshmccormack		RT @tiskin8d: @joshmccormack @JohnWLewis @shiny_penny @DrewCM True. There are no online/offline customers. Just CUSTOMERS...#innochat
12:55:28 17:55:28	<b>alan</b> @shiny_penny		@jgombita @khaydensafdie #innochat but how do you secure it and keep it private?
12:55:28 17:55:28	<b>Andrew Marshall</b> @DrewCM		@JohnWLewis @joshmccormack ...who shows up these days once in a blue moon (almost not speaking figuratively). #innochat
12:56:01 17:56:01	<b>John W Lewis</b> @JohnWLewis		@Vruno Yes, this terminology is more for innovation analysts and strategists to organize their thinking. @shiny_penny #innochat
12:56:14 17:56:14	<b>Andrew Marshall</b> @DrewCM		@DasanjAberdeen Sometimes it is very difficult to know what the end goal will be, especially if you are pushing the outer limits #innochat
12:56:29 17:56:29	<b>alan</b> @shiny_penny		RT @DrewCM: @DasanjAberdeen Sometimes it is very difficult to know what the end goal will be, especially if you are pushing the outer limit...
12:56:45 17:56:45	<b>Dasanj Aberdeen</b> @DasanjAberdeen		A5: Hard to not support innovative processes when the impact is clearly communicated. Show decision-makers what it means to them #innochat
12:56:53 17:56:53	<b>Judy Gombita</b> @jgombita		A5. A trial period (with no penalties for decision to revert back to old way/item). Think of it like a "Get out of Jail" card! #innochat
12:57:03 17:57:03	<b>alan</b> @shiny_penny		RT @jgombita: A5. A trial period (with no penalties for decision to revert back to old way/item). Think of it like a "Get out of Jail" card...
12:57:08 17:57:08	<b>Josh McCormack</b> @joshmccormack		A5: Military action was used to overcome barriers to adoption of innovative processes in Asia in the 19th century. #innochat
12:57:09 17:57:09	<b>Andrew Marshall</b> @DrewCM		@jgombita @khaydensafdie Ha! J'accuse, Judy. You're the 2nd person to use the Consultants' Answer: "It depends." :- ) #innochat
12:57:34 17:57:34	<b>John W Lewis</b> @JohnWLewis		@DrewCM @DasanjAberdeen Haha, reminiscent of @GuyKawasaki's points about "the wrong people are buying our products!" #innochat
12:57:53 17:57:53	<b>Andrew Marshall</b> @DrewCM		Many thanks to @JohnWLewis for his ongoing excellence in stewardship for #innochat
12:57:59 17:57:59	<b>Dasanj Aberdeen</b> @DasanjAberdeen		@DrewCM Fair point. It may not be guaranteed but leaders need to support the vision #innochat
12:58:02 17:58:02	<b>Kristen HaydenSafdie</b> @khaydensafdie		@joshmccormack Hopefully a last resort, but we'll keep it on the table ;) #innochat
12:58:02 17:58:02	<b>Josh McCormack</b> @joshmccormack		A5: Skunkworks are a modern method to do end runs around barriers to adoption of innovative processes. #innochat
12:58:12 17:58:12	<b>Judy Gombita</b> @jgombita		@shiny_penny gov'ts allow all kinds of things to be "renewed" online already: driver's licence/plates/health cards. Same challenge #innochat

12:58:16 17:58:16	<b>John W Lewis</b> @JohnWLewis		@DrewCM @jgombita @khaydensafdie Well, sometimes, it does! ;-) #innochat
12:58:28 17:58:28	<b>Andrew Marshall</b> @DrewCM		A lovely chat. Thanks for today's brain-bending one and all. #innochat
12:59:00 17:59:00	<b>alan</b> @shiny_penny		thank you all for another thought provoking and excellent learning #innochat. have a wonderful week
12:59:05 17:59:05	<b>John W Lewis</b> @JohnWLewis		@joshmccormack Uh-oh! Be careful, @Renee_Hopkins might hear you! #innochat
12:59:09 17:59:09	<b>Andrew Marshall</b> @DrewCM		@DasanjAberdeen Absolutely. Positioning and selling the vision is key (as well as driving up dissatisfaction with the status quo) #innochat
12:59:16 17:59:16	<b>Judy Gombita</b> @jgombita		#innochat answer @DrewCM Was a direct response to @khaydensafdie's "And a great example of customers [voters] opposing the change! "
12:59:31 17:59:31	<b>John W Lewis</b> @JohnWLewis		@DrewCM Great to see you, Drew! #innochat
12:59:59 17:59:59	<b>Andrew Marshall</b> @DrewCM		@JohnWLewis And you, too, John! Be well. #innochat
13:00:02 18:00:02	<b>John W Lewis</b> @JohnWLewis		Time is up, any remaining points? #innochat
13:00:34 18:00:34	<b>Josh McCormack</b> @joshmccormack		@khaydensafdie Love that reply. :) #innochat
13:01:12 18:01:12	<b>John W Lewis</b> @JohnWLewis		RT @khaydensafdie: @joshmccormack Hopefully a last resort, but we'll keep it on the table ;) #innochat
13:01:37 18:01:37	<b>John W Lewis</b> @JohnWLewis		@joshmccormack @khaydensafdie Yes, that's "a cracker"! #innochat
13:01:40 18:01:40	<b>Kneaver Chat</b> @kneaverchat		#innochat Today, 247 Tweets (including 35 RTs) 14 Participants (Most Active @shiny_penny 21 Tweets) via @Kneaver
13:01:46 18:01:46	<b>Tee-Tones</b> @tiskin8d		@JohnWLewis Thank heavens I made it today. I've missed the cerebral conversations on #innochat
13:01:58 18:01:58	<b>Mike Baldwin</b> @mikey3982		@JohnWLewis enjoyed that thank you #innochat
13:02:10 18:02:10	<b>Dasanj Aberdeen</b> @DasanjAberdeen		Great to participate in #innochat with you all from London! Looking forward to next time when I'm back in the US!
13:02:27 18:02:27	<b>Judy Gombita</b> @jgombita		Here's an ex @tiskin8d: In Ontario there's legislation new gym memberships must have "cooling off" period #innochat <a href="https://t.co/WndN6OCOqe">https://t.co/WndN6OCOqe</a>
13:02:39 18:02:39	<b>Tee-Tones</b> @tiskin8d		@DrewCM @JohnWLewis For John is a jolly good fellowwww and so say all of us #innochat
13:02:44 18:02:44	<b>John W Lewis</b> @JohnWLewis		@tiskin8d It's great to see you again. Thank you for joining us today. #innochat
13:03:18 18:03:18	<b>John W Lewis</b> @JohnWLewis		@mikey3982 Glad you could take part, Mike. #innochat
13:04:41 18:04:41	<b>Judy Gombita</b> @jgombita		@joshmccormack are you a military buff (or maybe you have served)? Interesting to find that you know this stuff... #innochat
13:05:03 18:05:03	<b>John W Lewis</b> @JohnWLewis		@DasanjAberdeen Great that you could join us. (I'm in the UK, too!) #innochat
13:12:47 18:12:47	<b>Judy Gombita</b> @jgombita		@DrewCM btw, Canadians are all about "compromising" @khaydensafdie. See this earlier? #innochat <a href="https://t.co/b41fOruws3">https://t.co/b41fOruws3</a>