



Faculty of Design

2020

Making Waves: Organizational gigamap

Oliveras, Angel L. Lamar

Suggested citation:

Oliveras, Angel L. Lamar (2020) Making Waves: Organizational gigamap. In: Proceedings of Relating Systems Thinking and Design (RSD9) 2020 Symposium., 9-17 Oct 2020, Ahmedabad, India. Available at <http://openresearch.ocadu.ca/id/eprint/3718/>

Open Research is a publicly accessible, curated repository for the preservation and dissemination of scholarly and creative output of the OCAD University community. Material in Open Research is open access and made available via the consent of the author and/or rights holder on a non-exclusive basis.

The OCAD University Library is committed to accessibility as outlined in the [Ontario Human Rights Code](#) and the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and is working to improve accessibility of the Open Research Repository collection. If you require an accessible version of a repository item contact us at repository@ocadu.ca.

MAKING WAVES

BRIEF

"[...] we believe that the most successful organisations will be those who enrich society and markets with meaningful services which make everyday life better for the people who use those services. Making Waves aims to be a preferred partner for such organisations. (...) We want our organisational values to form the foundation for everything that happens in our working day. (...) We want to explore how we can translate our company strategy and values into concrete tools that can be used every day in assignments."

ZIP Points

- Spain
- Poland
- USA

Mission / Vision

"Our job is to understand needs big or small, leverage these as opportunities, and make them come to life."

"We want to be part of the solution to the challenges faced by people, businesses and society tomorrow and in the years to come."

Stated Values

- Embrace inclusivity
- Be curious
- Elevate your peers
- Let out the creative
- Act responsibly

Market

- Digital Solution
- Oriented Solution
- Other Design Companies
- Compete on Price Point
- Understanding Customers

Company History

- 2001: Design & Development working together to make new things
- 2002: World Skills Oslo starts for employees to be an enthusiastic "NoA"
- 2004: When the first client started
- 2005: Banko offices established, established in Europe
- 2009: World broke again professionalisation and performance management as a business strategy
- 2011: "There are here because they want to do their job, and change what they do and go fully into what they do, that they are not just an employee"
- 2014: NoA Acquisition
- 2018: New Co. Strategy
- 2019: New strategy values

Locations

- Stockholm
- Oslo
- London
- Paris
- Madrid
- Barcelona
- Amsterdam
- Brussels
- Warsaw
- Prague
- Vienna
- Vienna
- Vienna
- Vienna

Norvestor

Goal: "Use our combined set of skills to create positive impact for the companies we work with and the people we serve."

Values: Equality, Diversity, Collaboration

Companies: Amadeo, Body, Clay, Eden, Kicker, Making Waves, NoA Health, North Kingdom, Proton, Akasam Hotel

Impact Scopes: Short Term, Mid Term, Long Term

Global Issues

15 Global Issues

Sustainable development / climate change

Global water

Population & resources

Global convergence of IT

Rich poor gap

Health issues

Education and learning

Peace & conflict

Status of women

Transnational organized crime

Energy

Science and technology

Global ethics

Private Client Process

Client Selection / Filter

Client Onboarding

Client Engagement

Client Retention

Client Exit

New Client Contact Points

Client Selection / Filter

Client Onboarding

Client Engagement

Client Retention

Client Exit

Philosophy

"We are a great place to work and grow"

"We sell cross-disciplinary teams"

"We cross disciplinary teams"

"We sell cross-disciplinary teams"

Competences

- Business Drivers
- User Experience & Service
- Products & Services
- Digital Services Platform
- Core Systems
- Functionality

Company Structure

- CEO
- COO
- CMO
- HR
- Finance
- Legal
- Operations
- Marketing
- Sales
- Support

Project Scale, Budget & Influence

Project Scale

Budget

Influence

Project Operation Levels

Project Operation Levels

Project Operation Levels

External Entry & Interaction Points

External Entry & Interaction Points

External Entry & Interaction Points

Team Creation

Team Creation

Team Creation

Upsale Process

Upsale Process

Upsale Process

Company Tools

- Social
- Communication
- Recruitment
- Compendium Development
- Activities & Internal Social Culture

Main Clients & Industries

- Sports
- Food
- Transportation
- Public Sector
- Property & Construction
- Others

Client Types

Client Types

Client Types

Project Lengths

Project Lengths

Project Lengths

Meeting Types

Meeting Types

Meeting Types

Project Process

Project Process

Project Process

Team Lifecycle

Team Lifecycle

Team Lifecycle

The Beach

The Beach

The Beach

Recruitment

Recruitment

Recruitment

Potential Employee Contact Points

Potential Employee Contact Points

Potential Employee Contact Points

Employee Contact Points

Employee Contact Points

Employee Contact Points

Department Allocation

Department Allocation

Department Allocation

Team Tools

Team Tools

Team Tools

Team Development Process

Team Development Process

Team Development Process

Team Placement

Team Placement

Team Placement

Team Onboarding

Team Onboarding

Team Onboarding

Diversity

Diversity

Diversity

Private Meeting Rooms

Private Meeting Rooms

Private Meeting Rooms

Cluster Variants

Cluster Variants

Cluster Variants

Space Needs

Space Needs

Space Needs

Individual Value Formation

Individual Value Formation

Individual Value Formation

Cultures & Sub-Cultures

Cultures & Sub-Cultures

Cultures & Sub-Cultures

Objectives & Goals

Objectives & Goals

Objectives & Goals

Team Onboarding

Team Onboarding

Team Onboarding

Communication & Coordination

Communication & Coordination

Communication & Coordination

Consultant Tools

Consultant Tools

Consultant Tools

Career Model

Career Model

Career Model

Hour Allocation

Hour Allocation

Hour Allocation

Culture & Value Touchpoints

Culture & Value Touchpoints

Culture & Value Touchpoints

What you love

What you love

What you love

What you are good at

What you are good at

What you are good at

What the world needs

What the world needs

What the world needs

What you get paid for

What you get paid for

What you get paid for