SMART Maturity Assessment Tool

Is a tool that enables a qualitative assessment of your maturity level in regards to the implementation of lean principles in product development

The SMART Assessment tool considers four perspectives:

1. **Product Development Process**: Companies should have a product development process that maximises value delivered to customers by eliminating waste.

2. **Tools and Methods**: In an effective product development process, lean product development tools assist teams to carry out their tasks in the most productive way.

3. **Knowledge**: Knowledge generated and stored during the product development process enables future developments to become faster and more efficient.

4. **People and Skills**: Capable, energised and aligned product development teams that execute lean thinking in their daily activities are the core to companies’ success.

The SMART Maturity Assessment facilitates the tracking of your company’s progress on your journey to become lean in product development.

No matter how much progress your company made in implementing lean thinking, the SMART assessment will enable you to obtain your current readiness level and define an action plan.

The SMART scale defines the concepts of maturity levels. Qualitative results: maturity of your practices in relation to the lean best practices!

Benchmark your lean implementation level against the LAA database of lean product development practices from companies across the world.
Performing the Assessment

1. **Current maturity level** (AS-IS level)
2. **Desired maturity level** in the near future (TO-BE level) based on the plans to become lean in product and process development
3. **Relevance level** based on the importance that the practice has for the organisation.

Based on the experience obtained during the assessments performed, LAA proposes three approaches to carry out the self assessment:

- **Individual**
- **Workshop / Consensus**
- **Personal**

SMART Maturity Assessment Results

Outcome will be a **one-page A3 report** including:

1. **Radar graphs** showing the gaps per perspective, where the AS-IS and TO-BE levels for each of the 56 practices are readily identifiable.

![Radar graphs](image)

2. The average quantified **maturity level** per perspective and the overall maturity level of the organisation showing areas of opportunity.

<table>
<thead>
<tr>
<th>Perspective</th>
<th>AS-IS Level</th>
<th>TO-BE Level</th>
<th>Maturity Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Development Process</strong></td>
<td>2.43</td>
<td>3.95</td>
<td>3.22</td>
</tr>
<tr>
<td>Methods and Tools</td>
<td>3.43</td>
<td>4.50</td>
<td>3.95</td>
</tr>
<tr>
<td>Knowledge</td>
<td>2.93</td>
<td>3.95</td>
<td>3.43</td>
</tr>
<tr>
<td>People and Skills</td>
<td>3.29</td>
<td>4.50</td>
<td>3.95</td>
</tr>
</tbody>
</table>

**Average Assessment Results**

<table>
<thead>
<tr>
<th>Maturity Level</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maturity Level 3 - APPLY</strong></td>
<td>3.02</td>
</tr>
</tbody>
</table>

**BENEFITS**

- Increase lean awareness in your organisation
- Obtain your current readiness level implementing lean practices
- Identify the most relevant company-specific practices
- Understand improvement gaps
- Develop a roadmap based on discovered opportunity areas
- Be able to identify the progress of your lean journey

**TESTIMONIES OF USERS**

- We would recommend it. Especially the questions with the predefined answers, they really help to have more objective assessment. *(Siemens)*
- For me, it was like a wonderland journey. I was like WOW this is another lean concept that I can apply. *(Interface)*
- “The LAA SMART tool was extremely useful to see how we are performing.” *(Munters)*
- “It is essential to have a starting point and know where you are. This is the basis to build your future, your strategies.” *(Airbus)*
- This tool provides the right input to come up with the roadmap and try to focus our energy. *(Carel)*

**Scale:** 1-5

**Quantitative results**