McKinsey Capability Center
Building capabilities to drive transformation
Change, the new constant for businesses

“Organisations that expressly develop capabilities required to meet their aspirations are 7 times\textsuperscript{1} more likely to be successful”

If there was ever a time when companies could rely on a particular set of capabilities to create and maintain a competitive edge, it has long passed. Not only do companies need to build the practical and leadership skills individuals need to do their jobs, to sustain performance, companies need institutional capabilities like core knowledge processes, proprietary methods, governance structures, etc.

Building the right capabilities is key to achieving transformation.

Lasting capabilities are best built in an experiential environment

Adults respond best to self-directed learning that is active; based on experiences, real-life tasks, and immediate problems; and focused on finding solutions and building skills.

“\textit{I hear and I forget, I see and I remember, I do and I understand.}”

\textit{Confucius}

\textbf{Recall rate of simple learning content$^1$}

<table>
<thead>
<tr>
<th>Learning by</th>
<th>Recall rate after 3 months in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing (explanation)</td>
<td>10</td>
</tr>
<tr>
<td>Seeing (example)</td>
<td>32</td>
</tr>
<tr>
<td>Doing (experience)</td>
<td>65</td>
</tr>
</tbody>
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$^1$ Numbers determined in concrete example by teaching small, simple chunks of information to 3 groups
McKinsey has deep expertise in building distinctive capabilities ... 

Nine of the top 10 global healthcare companies

We have served more than 50% of the global top 100 companies¹, on capability building

Seven of top 10 global financial institutions²

Seven of top 10 global energy/materials companies

Seven of top 10 consumer/retail companies

Seven of top 10 companies

Five of top 10 global auto companies

We leverage our global expertise in client capability building, with more than 500 experts and 200 partners involved in capability building

Our proprietary tools and distinctive methodologies help build capabilities quickly, create permanent knowledge assets, and maximise return on investment

McKinsey invests over USD 100 million every year in internal capability building programmes, as it is core to our mission and values

1 Global 100 by market cap
2 Excluding Chinese Financial institutions
… leveraging our proprietary learning programmes and environment for clients around the world

**McKinsey Capability Centers**
Integrated facilities offering opportunities for diverse range of “learning-by-doing” modules

**Model operations**

- **Darmstadt [CiP] 2007**
  - Lean manufacturing

- **Munich [LEP] 2009**
  - Energy efficiency

- **Munich [MCC] 2008**
  - Integrated operations, energy efficiency, IT, digital marketing

- **Atlanta [MCC] 2011**
  - Integrated operations, energy efficiency (consumer good focussed)

- **Morocco [INMAA]**
  - Lean manufacturing (SME focussed)

- **Lyon [iNExo] 2006**
  - Lean manufacturing, service operations, IT (banking focussed)

- **Venice [LEF] 2011**
  - Lean manufacturing, quality (pharma focussed)

- **Gurgaon [MCC]**
  - Integrated operations offering with manufacturing lab

- **Beijing [CCOE]**
  - China Center of Operations Excellence

- **Singapore [LEAN CAMPUS]**
  - Energy efficiency (GEM focused)
Participants embark on an experiential learning journey

Each of MCC’s modules allows participants to experiment with new ideas in a risk free atmosphere and to test drive tools and processes before using them in their daily work.

Starting point: Current environment ("waste walk")

End-state: Best practice ("future state")

Dive into real-life company environments with real machines, real products, real services, real processes and real customers

Participate in interactive trainings tailored to the individual participants' needs

Experience step-by-step performance improvements
MCC India offers programmes across a broad spectrum of functional areas ...

The McKinsey Capability Center (MCC) is McKinsey & Company’s learning facility, delivering a unique set of experiential skill-building modules. Each learning experience is customised to address your organisation’s performance challenges and prepare you to capitalise on the opportunities ahead.
... to instill new and lasting capabilities at all levels

Capabilities will be built at all levels of the organisation to achieve and sustain transformation.

- **CXOs** … inspire, architect, communicate, mobilize and drive change
- **Senior & Middle Managers** … motivate, lead, be the “glue” between top and bottom levels
- **Change Agents** … inject energy and expertise, challenge and coach “show the way” without leading
- **Frontline** … empowered to apply best-in-class practices
MCC’s Manufacturing Lab simulates a model process manufacturing real products on a real shop floor.

The Manufacturing Lab provides tailored learning opportunities for continuous process (ferrous and non-ferrous metals, chemicals) and batch/discrete (pharma, automotive/assembly) industries.
How do you benefit?

At McKinsey Capability Center, we focus on impact. Our integrated hands-on learning modules tackle the roots of skill related hurdles most transformations face. These enable you to apply your new capabilities directly, accelerate the roll-out of your transformation, and sustain your performance improvements.

1. Uniquely tailored immersive environment

2. Field-tested and well-researched content

3. Real life situations to build technical as well as soft skills

4. Easy access  x  Configured set-up  x  End-to-end support