

EDGE: Operating Model Canvas

Define how your organization delivers value – across structure, functions systems, and flows.

EDGE Core Toolkit #7 – Design | Breakthrough Edge



Purpose

The Operating Model Canvas helps organizations design or clarify how value is delivered through internal capabilities. It brings together structure, key functions, process flows, decision points, and system interactions to ensure that strategy is supported by an operational backbone that is intentional, integrated, and clear.

When to Use

Use this tool during strategy deployment, operating model redesign, system transformation, or after a change in leadership. It is ideal when launching new services, expanding operations, or integrating functions post-merger.

When to Use This Tool

1. Identify the core value streams or services your organization delivers.
2. For each, map:
 - The key functions and roles involved
 - How value flows (handoffs, sequencing, logic)
 - Supporting systems and tools
 - Decision points and escalation paths
 - Key pain points or friction areas
3. Use the canvas as a collaborative planning surface to discuss clarity, duplication, bottlenecks, and integration gaps.

Canvas Layout

Value Proposition / Outcomes	Roles and Responsibilities	Decision Points & Governance
Cross Functional Interfaces	Key Activities / Functions	
Systems & Tools		Known Gaps or Challenges

Optional Output

A completed Operating Model Canvas that becomes the foundation for workflow design, systems mapping, role clarity, and initiative prioritization in the Gain and Elevate phases.