

Alexander Efremov

Structural Integrity & Engineering Hygiene



Organisational Interface Design

Cross-Domain Alignment & Internal SLAs

The Reality of Inter-Departmental Friction

In complex R&D environments, departments such as Hardware, Software, and Systems Engineering frequently experience severe friction at their interfaces. Handovers are inefficient, expectations are mismatched, and constant cross-functional misalignment derails project timelines.

Management often misdiagnoses this as a "personality clash" or a lack of motivation, leading to superficial team-building exercises. In reality, it is a structural system error. When organisational boundaries are undefined or misaligned with the actual product architecture, your engineers do not usually blame each other—they try to fix the broken system themselves. They are forced to negotiate and build fragile operational workarounds at their own level, consuming vast amounts of time and energy that should have been spent on actual product innovation.

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Practicing Worldwide
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The Intervention: Systemic Boundary Engineering

We must treat organisational boundaries exactly the same way we treat complex technical interfaces: they must be systemically engineered, respecting your actual product architecture and the existing IT landscape.

Instead of abstract coaching sessions, I facilitate a series of targeted, high-stakes workshops to design a realistic "API" between your conflicting teams. We do not just talk about collaboration; we map the structural misalignments and validate the pragmatic workarounds your engineers have already built. Whatever can be formalised and solved on the engineering floor is immediately codified into working integration contracts. If a deeper systemic fix is required—such as a change in IT tooling or team mandates—I translate this need into a rigorous business case and negotiate its implementation directly with senior management.

Tangible Deliverables for the Organisation

- **Harmonised System Boundaries:** Crystal-clear interfaces aligned with your actual product architecture, eliminating role ambiguity and refocusing your engineers on innovation.
- **Validated Integration Contracts (Internal SLAs):** Pragmatic agreements that formalise functioning workarounds, defining exact handover formats and synchronisation protocols between domains.
- **Actionable Business Cases:** Clear, data-driven decision frameworks for senior management to strategically resolve deeper systemic issues (e.g., inadequate IT tooling or missing team mandates).

Engagement & Commercial

- **Nature of Service:** A strictly bespoke consulting engagement (individuelle Beratungsleistung). The interface design is uniquely tailored to your specific team dynamics and product complexity.
- **Format:** Typically a 2–3 week facilitated workshop series and negotiation phase, conducted directly with the involved technical teams.
- **Professional Fees:** Structured as a custom project fee based on the scale of the organisational intervention required.
- **Next Steps:** A focused 25-minute Strategy Call to map the critical friction points between your departments and define the scope of the workshop series.

