LEAN Overview
Continuous Improvement (CI) at CI!

The Lean Effectiveness Cycle

- **Improve**
  - Improving
  - LEAN Projects
  - Plan-Do-Check-Act cycle
  - Metrics to see if improvements work.

- **Plan**
  - Strategic Planning:
    - Mission, Vision, Values
    - Goals and Objectives
    - Identify Metrics

- **Assess**
  - Assessing
    - Are plans working?
    - Check Metrics
    - Customer Survey
    - Employee Survey
    - POS Survey
    - Focus groups

- **Implement**
  - Implementing:
    - Daily work
    - Projects
    - Initiatives
    - Metrics to show progress

Leadership Activities: Sponsorship, Communicating, Inspiring and Empowering, Building Teams, Trust and Relationships, Managing Performance, Recognizing and Celebrating
Types of Waste in Processes

- Overproduction
- Waiting
- Transport
- Over-Processing
- Excess Inventory
- Motion
- Complexity
- Underutilized people
What is LEAN?

+ Customer-focused
+ Improve
+ Create value

Complexity
Variation
Waste
<table>
<thead>
<tr>
<th><strong>Listen</strong></th>
<th><strong>Layout</strong></th>
<th><strong>Learn</strong></th>
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<tbody>
<tr>
<td><strong>Engage</strong></td>
<td><strong>Examine</strong></td>
<td><strong>Excellence</strong></td>
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<tr>
<td><strong>Address</strong></td>
<td><strong>Amend</strong></td>
<td><strong>Addressing</strong></td>
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<tr>
<td><strong>Next</strong></td>
<td><strong>Note</strong></td>
<td><strong>Needs</strong></td>
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**Lose**

**Excess**

**And**

**Nonsense**

**Get**

**Rid**

**Of**

**Waste**
Why LEAN?
What do we need to begin?

1. LEAN Mindset

2. A LEAN Approach

3. A LEAN Tool Kit
LEAN Mindset: Thinking Differently

**Traditional Mindset**
Do what you are told.

What adds value to my work?
Change is slow.
Only leaders think about strategy.
Leaders “own” the work.

**LEAN Mindset**
I participate in deciding how to do the work.

What adds value to customer?
Change is faster.
My work aligns with strategy.
I also “own” my work.
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Your LEAN Toolkit

Tools to use to:
• Generate ideas
• Manage projects
• Gather data
• Display data
• Analyze data
Congratulations!
Now you’ve been introduced to Lean Thinking!