

DEVELOPING PEOPLE THROUGH CONTINUOUS IMPROVEMENT

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*Contents included in the presentation are informed by our study of the Toyota Production System

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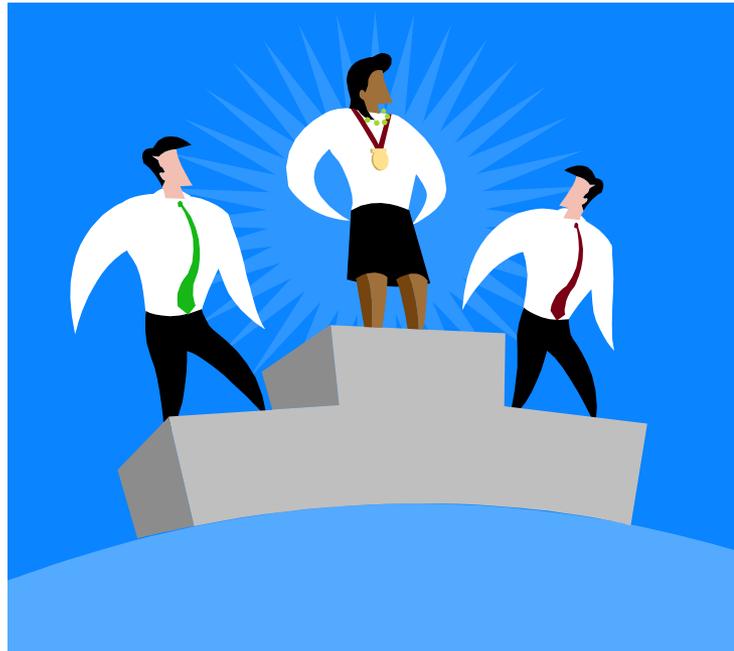
Agenda

- Objective
- Our System and Journey
- Activity
- Climate of Problem Solvers
- Traveling Through Change
- Our Journey Continues
- Summary
- Questions

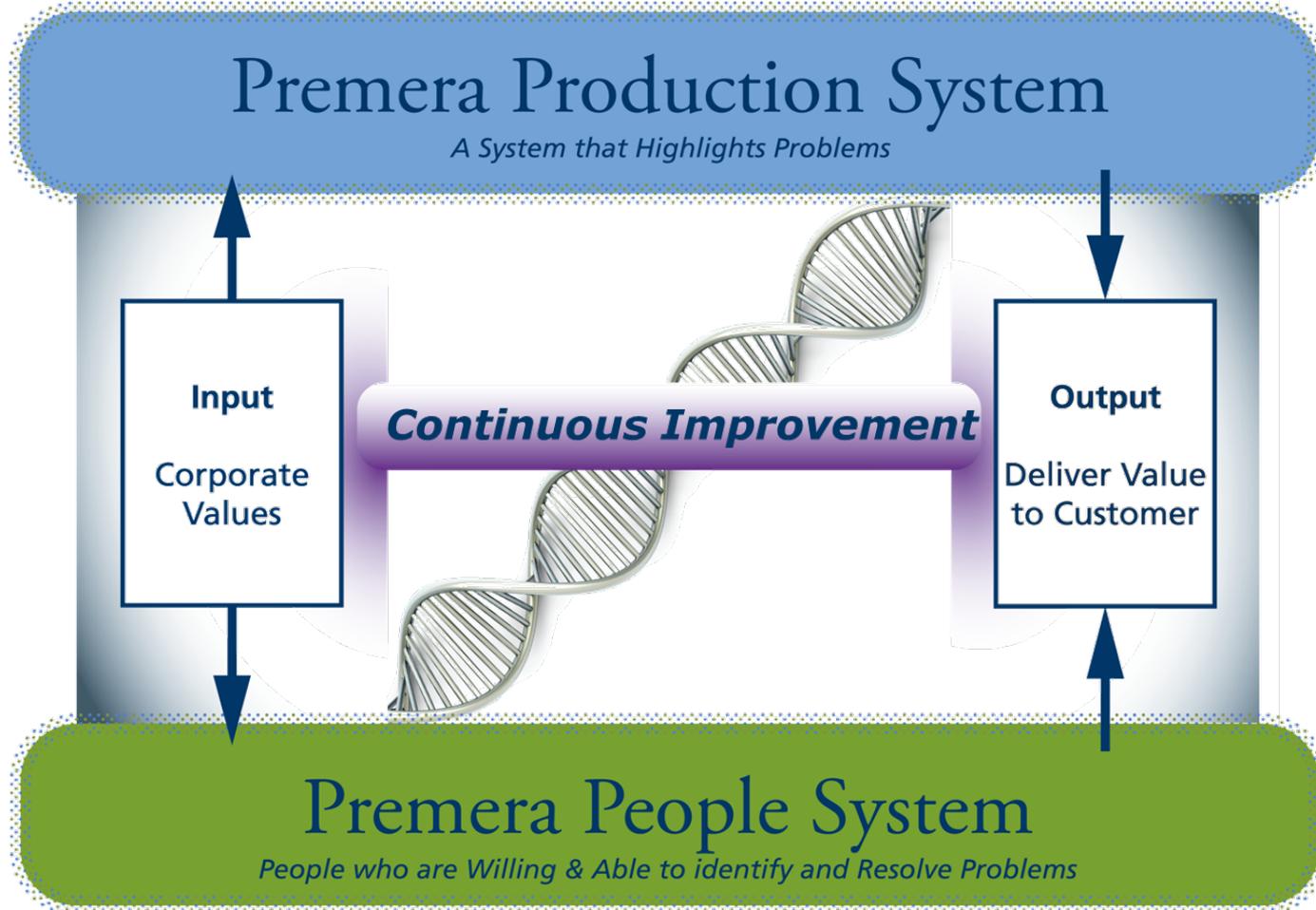


Objective

- Recognize the importance of people in continuous improvement



Our System



Premera's Lean Journey

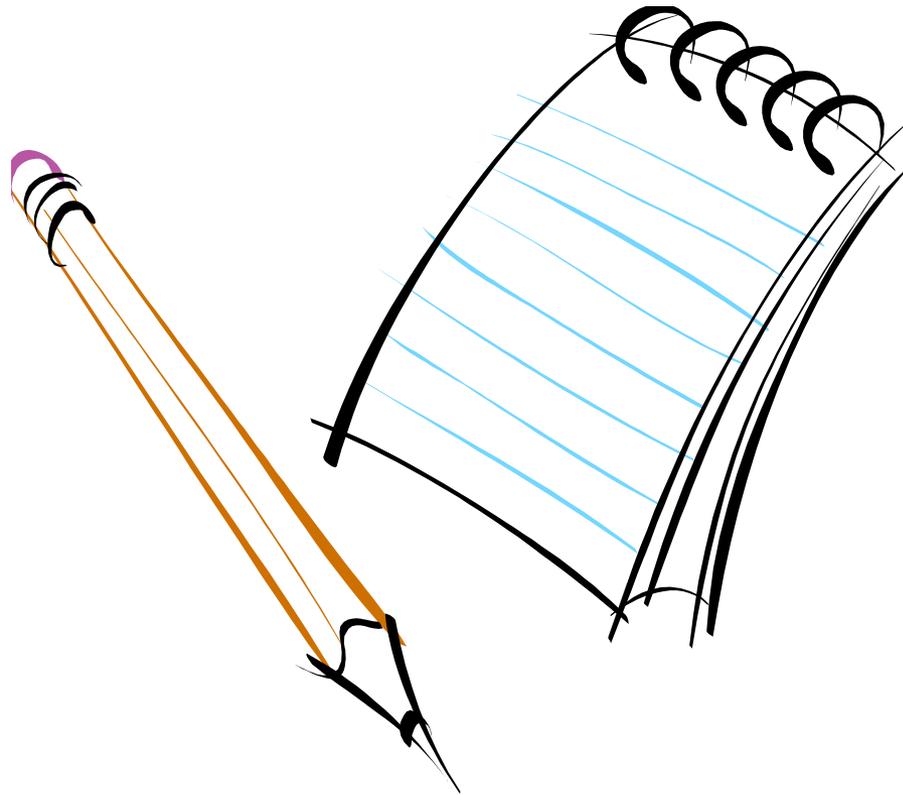
Contributing to creating a sustainable Healthcare System



Activity



Supplies



Copy This House



Copy This House



**Switch to your
non-dominant
hand**



Step 1

- Pair up
- Pass your card to your partner

Step 2

- Review the card and provide feedback for improvement



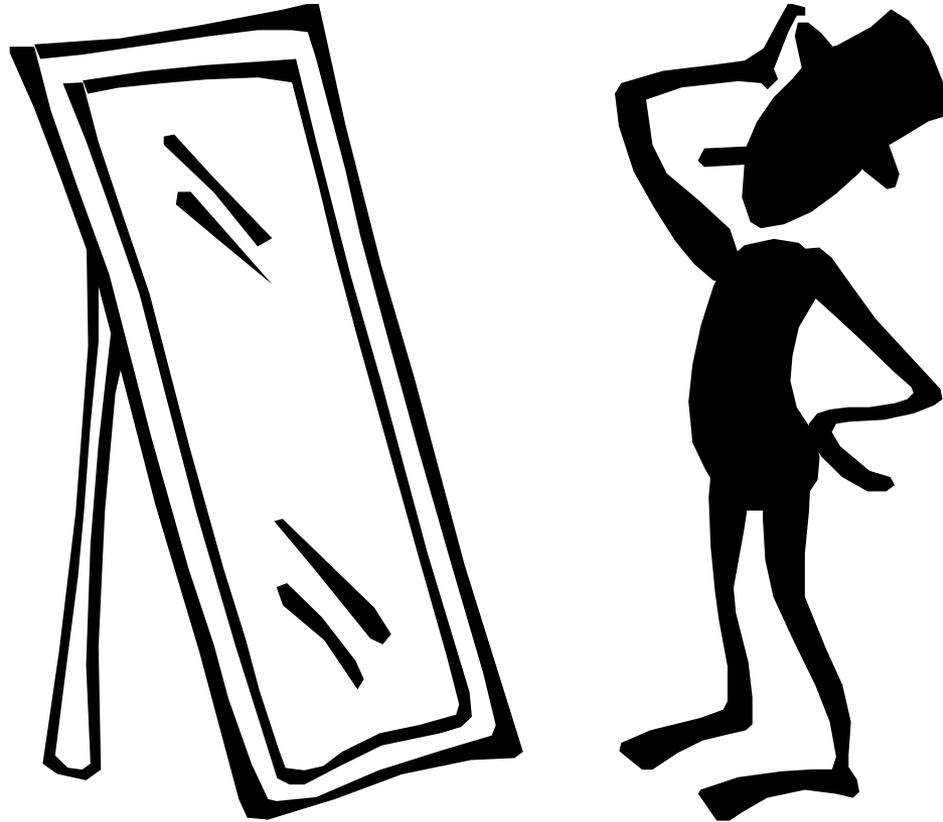
Constraint

- While receiving feedback – your job is to listen.. No talking.

Draw this house



Reflection



Creating a Climate of Problem Solvers



Journey Through Change

Denial

Fear

Anger

Resistance

Acceptance



Our Journey Continues

Trust the process

Workforce of problem-solvers

Respect for people

Ask why 5 times

Learn to see waste

Celebrate problems

In Summary



Questions

