

DEVELOPING PEOPLE THROUGH CONTINUOUS IMPROVEMENT

Brett Jackson

Becky Nowlin-Baird

Oct. 21st & 22nd, 2014

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

*Images are from Microsoft Office and are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Agenda

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

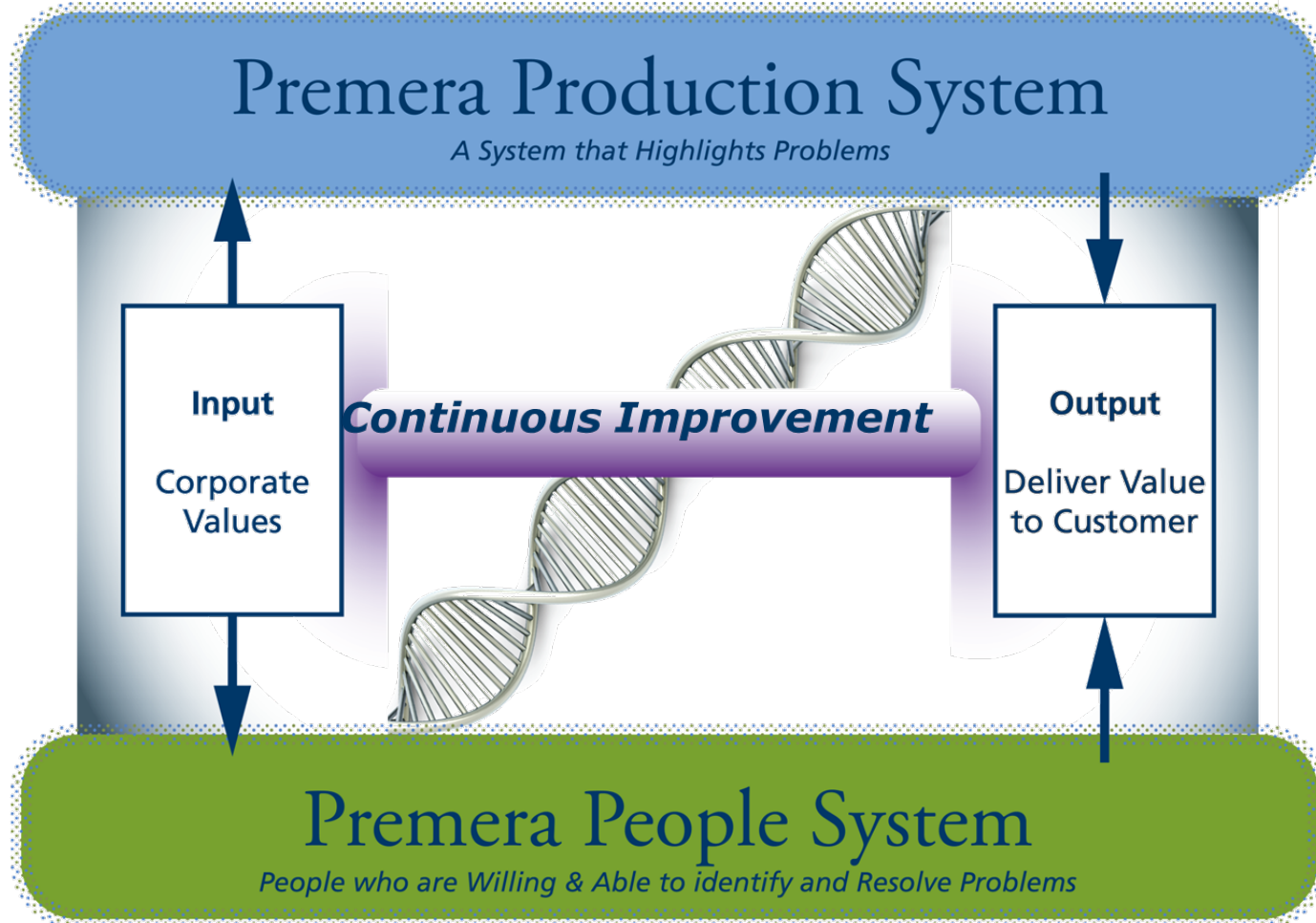


Objective

- Recognize the importance of people in continuous improvement



Our System



Premera's Lean Journey

Contributing to creating a sustainable Healthcare System

2005
2006

2007
2008

2009
2010

2011
2012

2013
2014



Table Discussion

Document # 1



Debrief

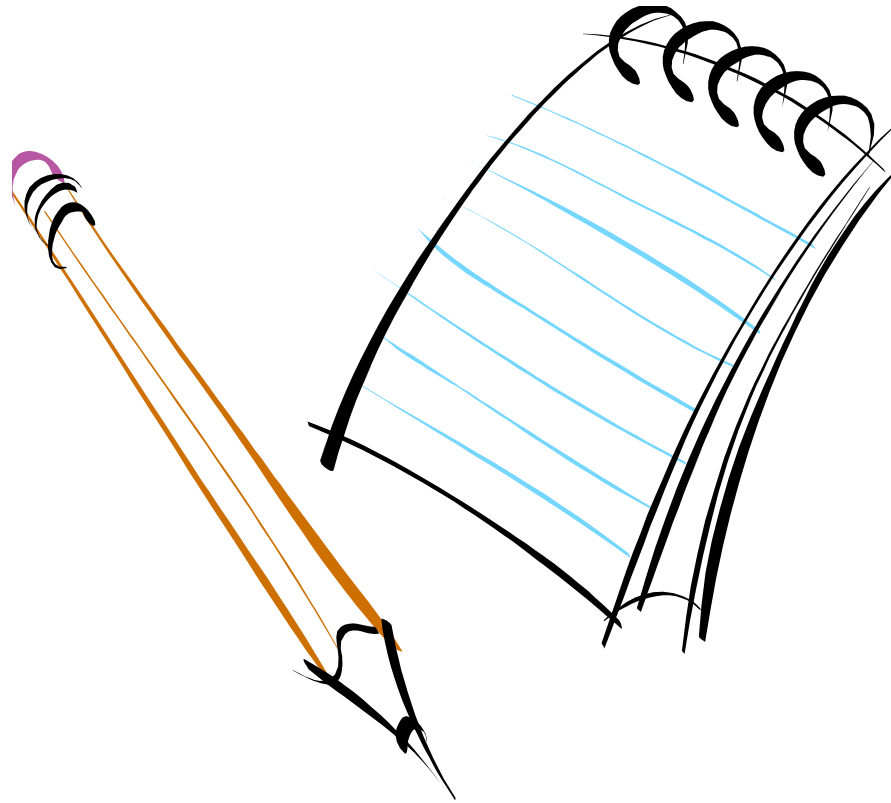


Table Discussion

Document # 2



Reflection



Developing People through Continuous Improvement

Communicate the reason for the change

Be there to support them and remove any obstacles

Continuously engage them to think of new ideas

Reward and recognize success

ASK AND ENCOURAGE THOSE DOING THE WORK TO HELP CREATE THE NEW PROCESS

PROVIDE COACHING AND MENTORING

Always assume good intent!

Journey Through Change



Creating a Climate of Problem Solvers



Our Journey Continues

Workforce of problem-solvers

Trust the process

Respect for people

Ask why 5 times


Learn to see waste

Celebrate problems

Kaizen Summary Sheet



Kaizen Summary Sheet

1) Problem Statement	2) Waste	5) Countermeasures	7) Measure Taken/Results
3) Causes:			
4) Problem (Picture)		6) Improvement (Picture)	
			

Manager/TL/STL Signature: _____

Submitter and Department: _____

In Summary



Questions

