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Lean One-Cup Training





Washington State
Department of Social
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Transforming lives

Background





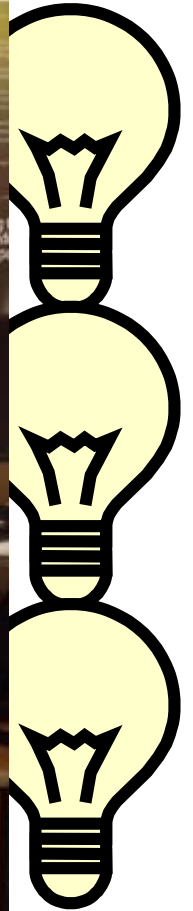
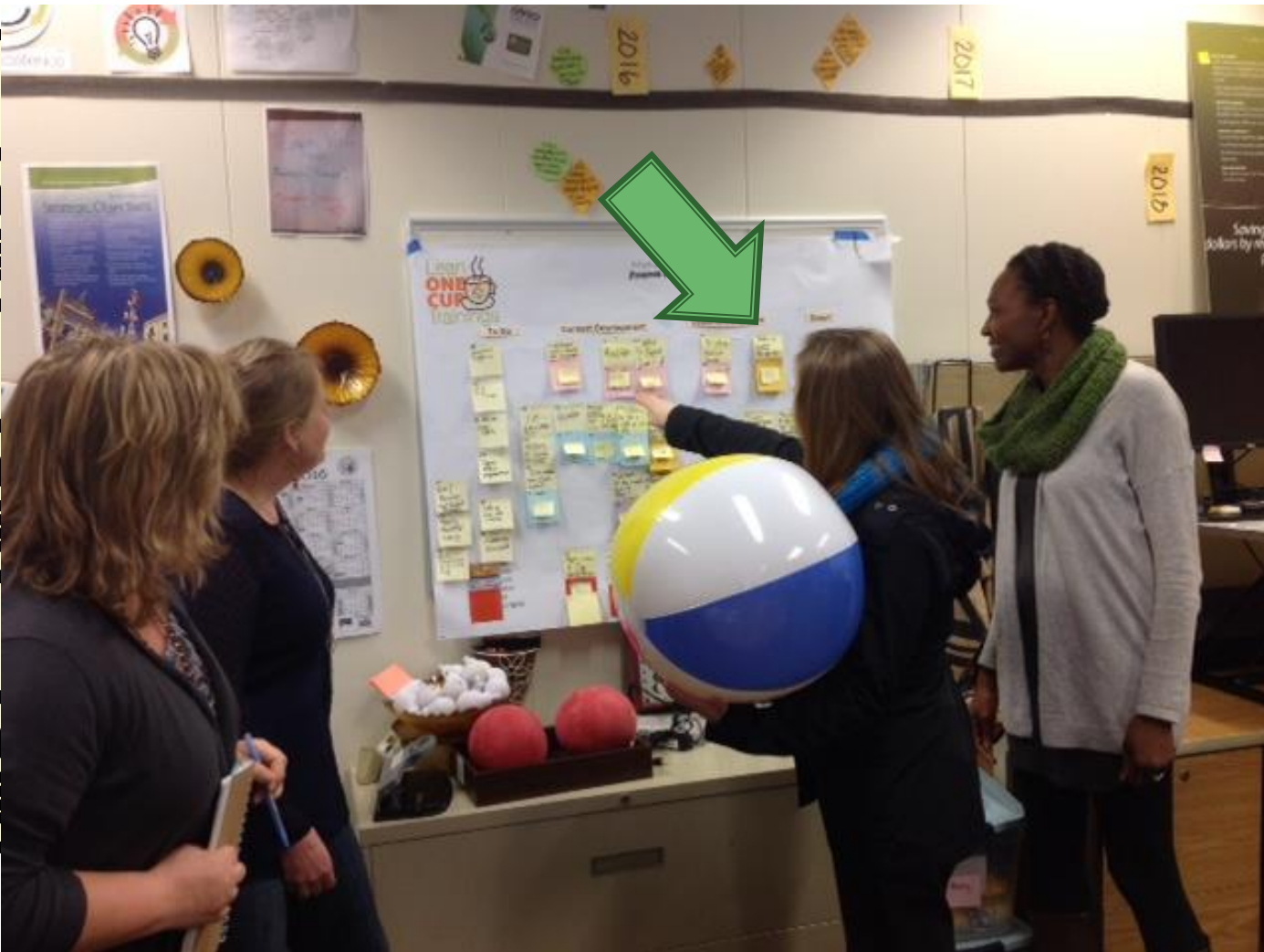
Process



Division



Process





Process

Step 33

~~Step 33~~ Review Research in your area of interest and identify the topic.
~~Step 34~~ Design new ways to create that content.

Handwritten notes on a whiteboard with several sticky notes:

- 13 Designer
- 14 Stakeholder
- 15 Changes made
- ...

Learn

Creativity is a Process
 "It's All part of the Creative Process"
 Stop having customers on phone

Do Differently

Assigning more than one understanding needs before ^{spending time on tasks}
 Re-visit scheduling (maybe 100% DJA)
 Housed in OCI
 Clear instructions on roles (w/ design team)
 Establish li relationship w/ author + designer
 - designer/author comm.
 Simple OneCups first
 Play on authors experiences
 Look at different ways to ~~capture~~ put on one cups
 More contact with customers (Paul Hill style)

Challenging

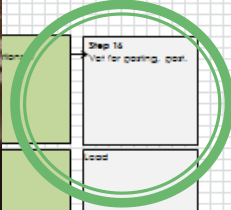
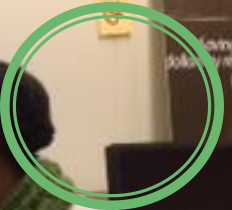
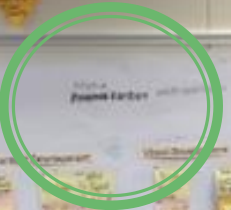
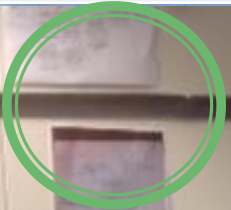
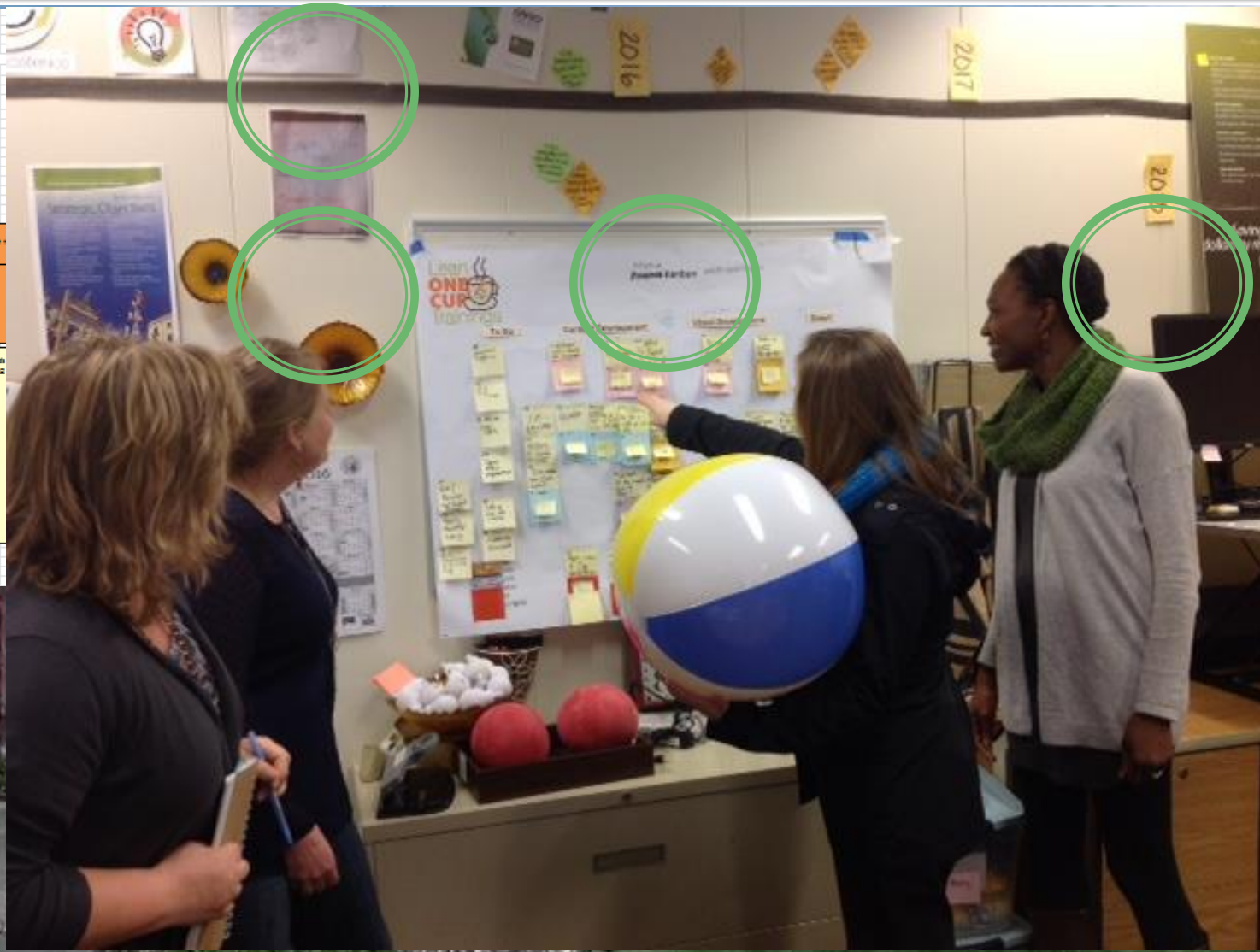
Getting started
 Balancing w/ regular work -
 hard deadlines
 co-workers frustrated
 Thinking outside of box/work group
 Authors all worked the same days -
 heavy load for OCI
 Learning about PM work as it happened

Waiting for...
 Taking on other work
 Being creative
 Roles and Responsibilities
 Imagination vs whats do-able
 Translating to designer
 Diversity
 Scoping





What Worked



Step 1
Receive assignment
from group Lead

Step 2
Learn about
Author

Comment
Number notes
in Discussion
Section

Step 16
Vote for posting, post.

Lead

How We Trust Each Other

Establishing, Maintaining, and
Repairing Trust in a Lean
Environment

HOW WE
TRUST
EACH OTHER

*Establishing, Maintaining, and Repairing
Trust in a Lean Environment*



< PREV

NEXT >



What Didn't

- Division of Time
 - 100% time allocation
 - Worksite change
- Learning Curve
 - Early collaborative development
- Little Support for Experimentation
 - Alternate content delivery
- Limited Author/Designer Relationship
 - Establish 1:1 relationship each module
 - Clearly Define Roles



The future





(Not) The End