

LEADING LEAN FROM THE INSIDE OUT

WASHINGTON STATE GOVERNMENT
LEANTRANSFORMATION
CONFERENCE
OCTOBER 21-22, 2014

HISTORY IN THE MAKING...



World Class
Education



Prosperous
Economy



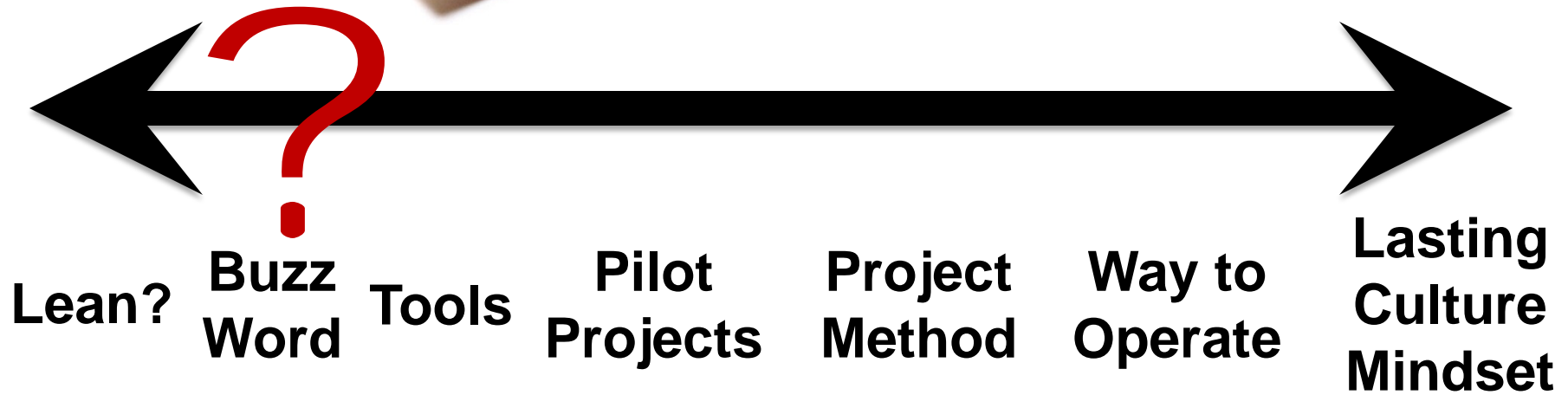
Sustainable Energy
and a Clean Environment



Healthy and
Safe Communities



Efficient, Effective and
Accountable Government







THIS TRANSFORMATION NEEDS YOU...



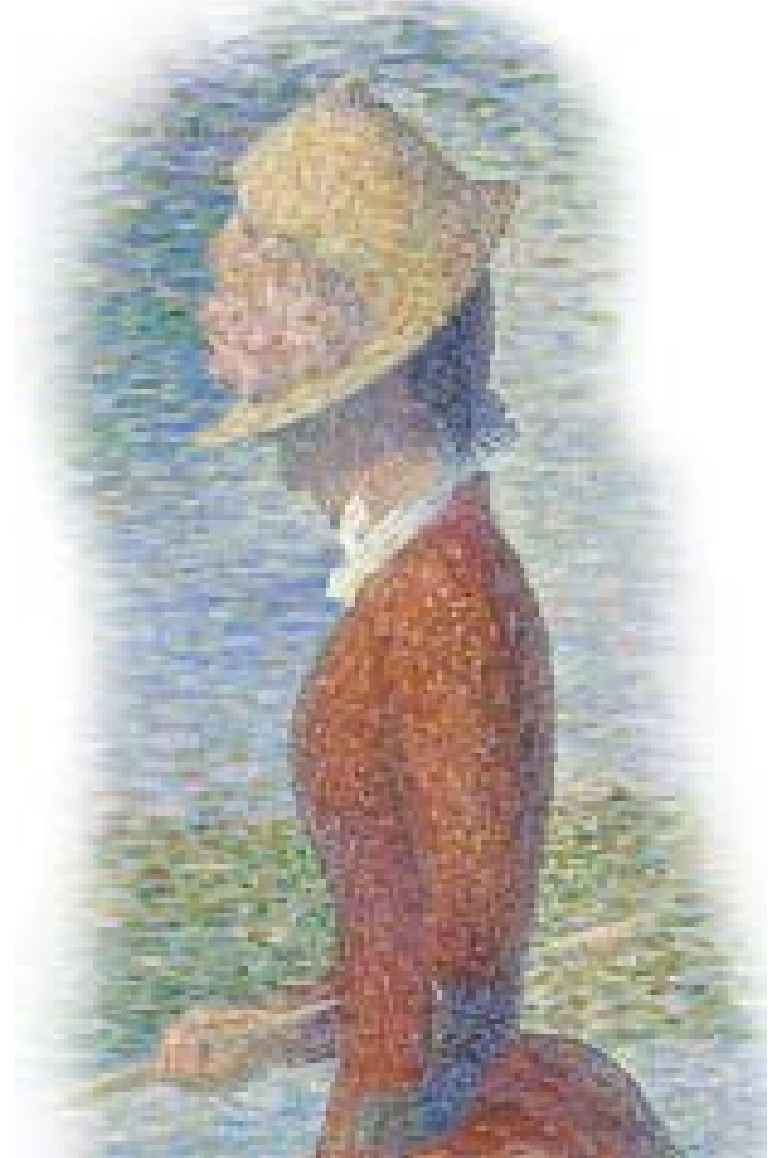
What is your role in the big picture?

WHY CHANGE?

**Deliver his
mission
better
without
barriers and
bureaucracy**







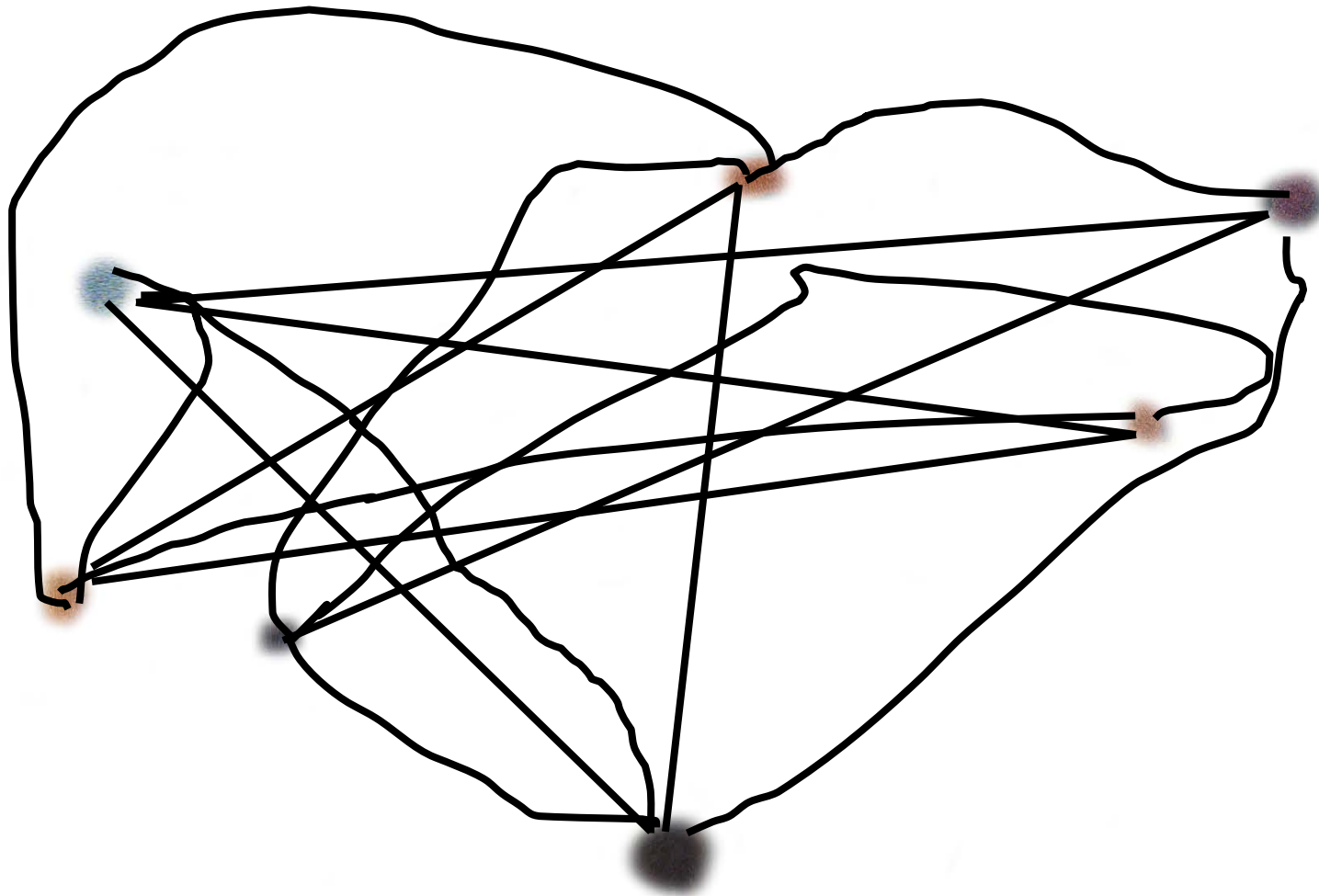
LEADERSHIP POINTILLISM™

The legacy created by
every interaction -
every day.





**WHAT ARE YOU
WILLING TO DO
FROM WHERE
YOU ARE?**







Back to Basics

**Learning
something
new can be
awkward...**

***“Adjust
yourself
accordingly”***



Attitudes

Behaviors

Choices



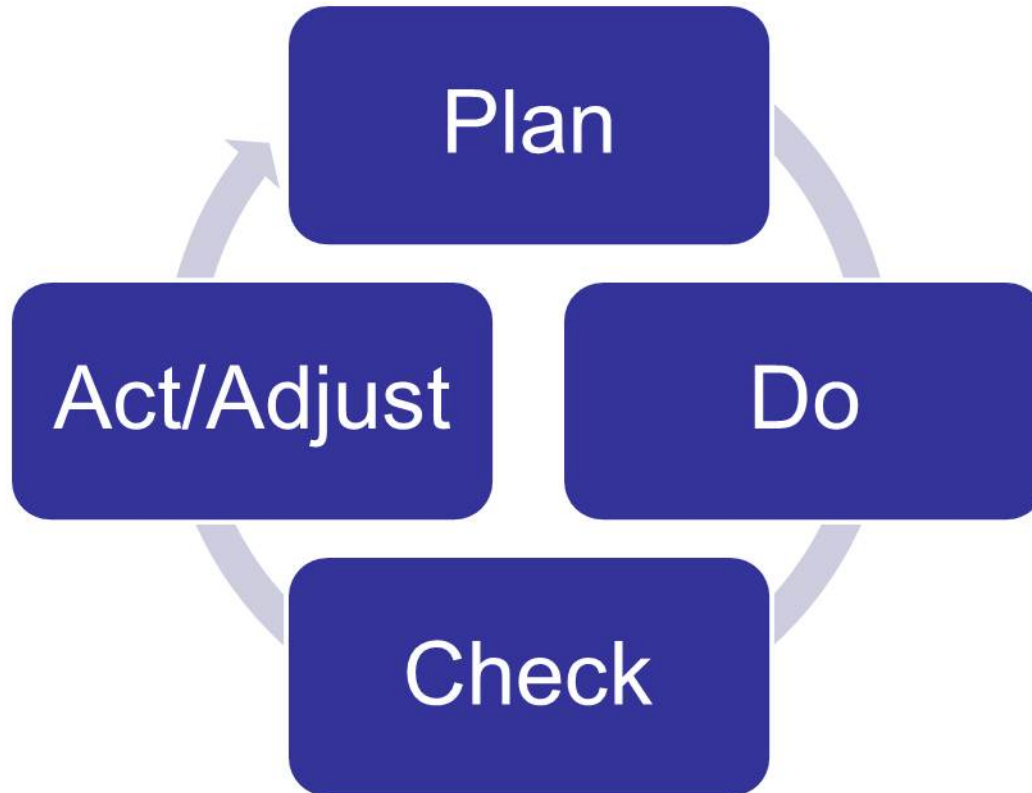
Start to lead Lean from the inside out...



REFLECTION...

- WHAT TO LET GO?
- WHAT SKILLS TO LEVERAGE?
- WHAT GAPS TO CLOSE?
- WHAT CAPABILITIES?
- WHAT ISSUES?
- WHERE TO START?





We've done this before.

**I have to have
all of the
answers.**

**We did a project; it
didn't work.**

I know better.

I can't control anything.

**I can't worry about
them; I have
enough to do.**

**I don't have
time for this.**

Attitude Shift

STRIVE FOR PROGRESS,
NOT PERFECTION

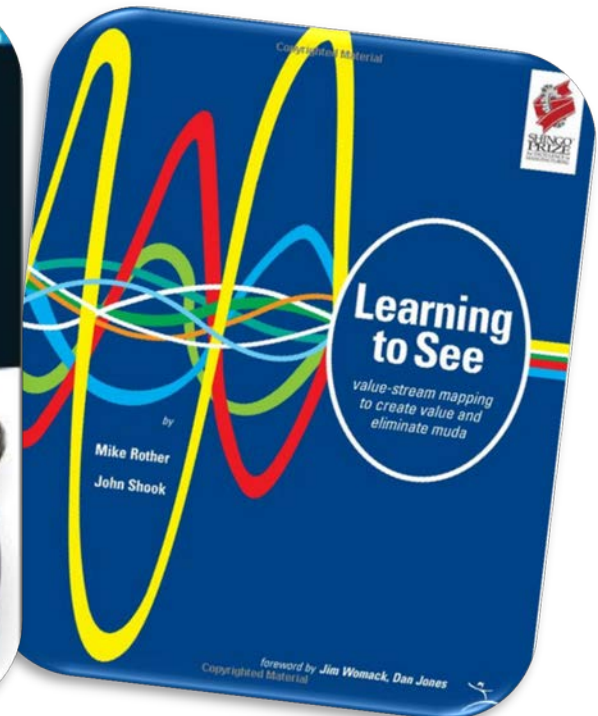
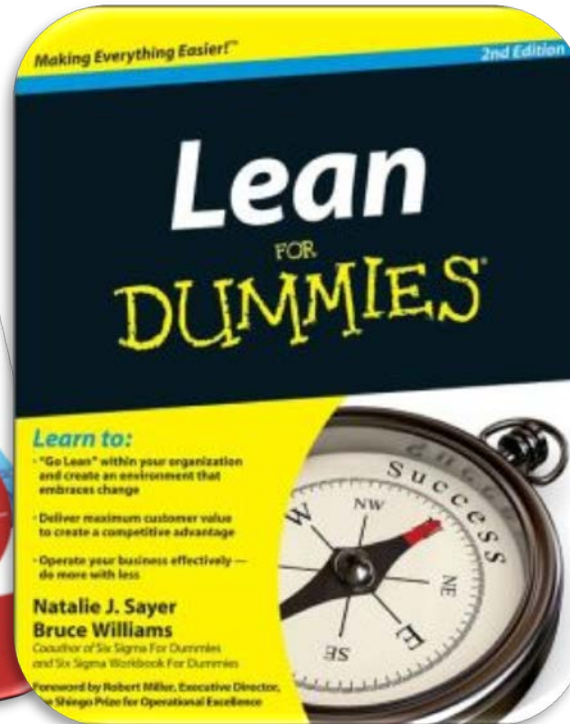
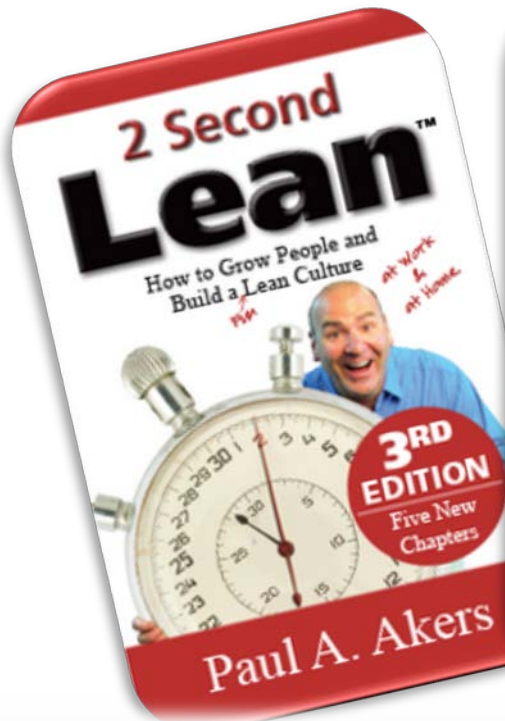


Attitudes

Behaviors

Choices





Lean Enterprise Institute



Improvement Learning, Improved.



Lean in hospitals,
business, and our world



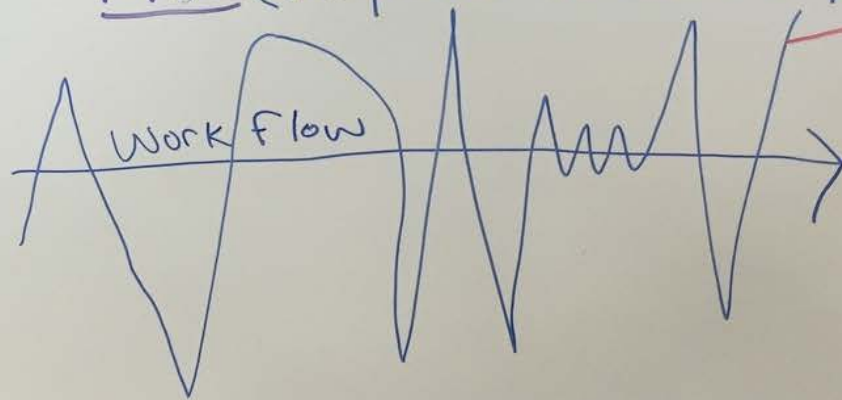
Lean Concepts Board

Muda (fancy word for waste)
↓

Defects
Overproduction
Waiting
Not utilizing people
Transportation
Inventory
Motion
Excess processing

What is WASTE? Part #1

Mura (fancy word for variation waste)



Variations Due To Mura

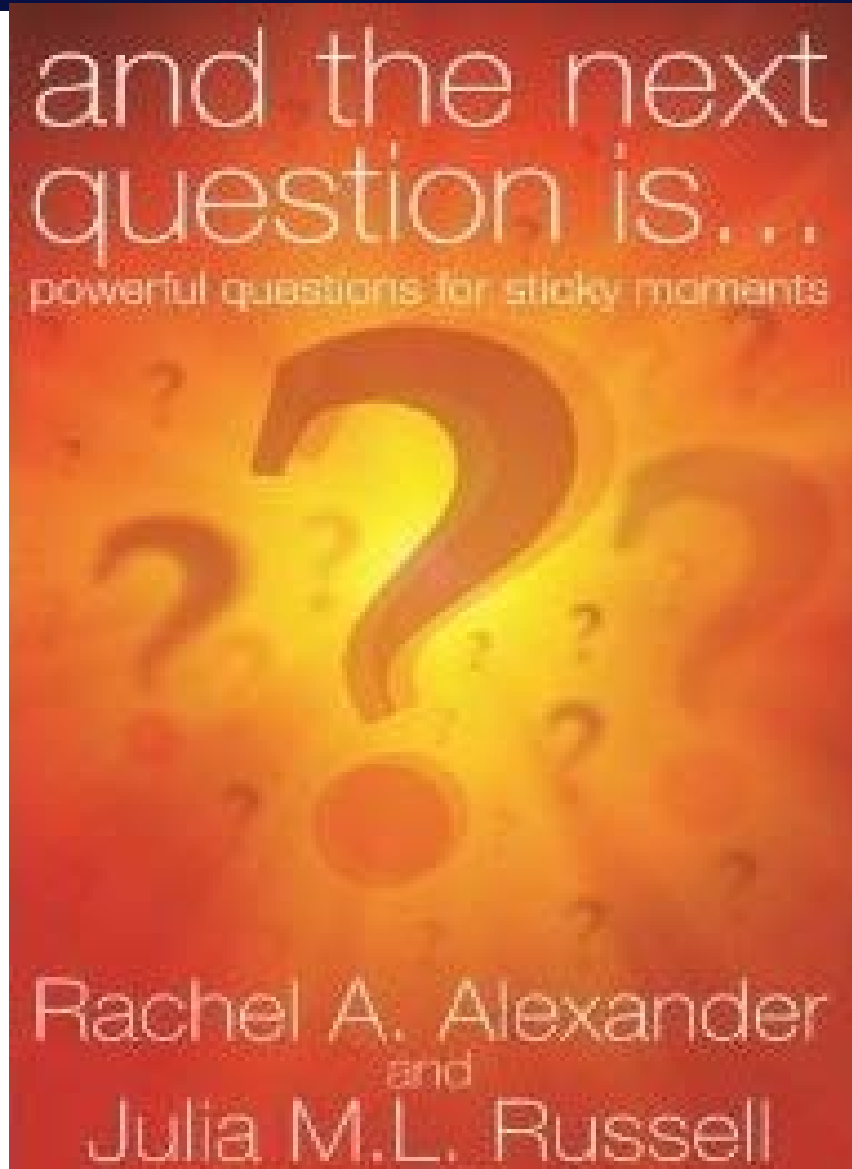
Eliminate the Variation
It is up to US

Q2/14 BDC

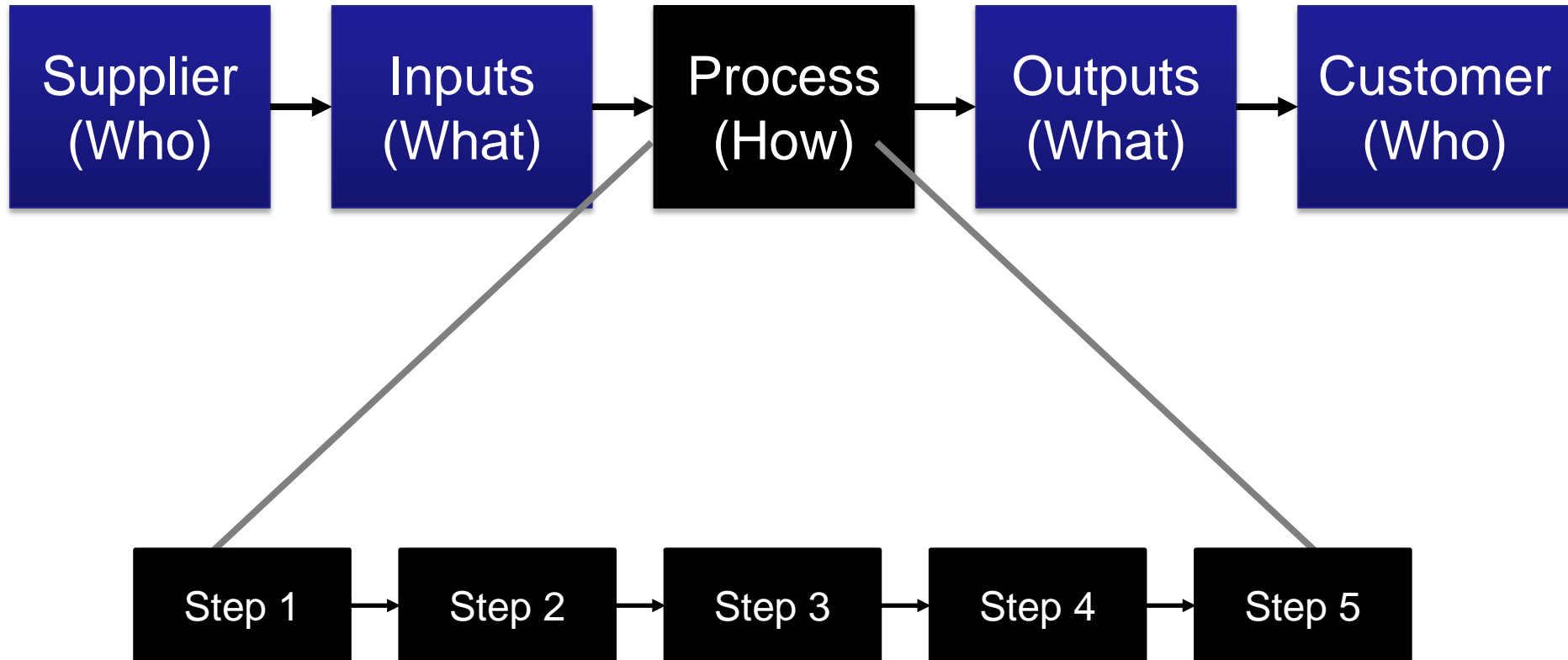
***Coach with
curiosity...
mentor from
experience***



- ***DIRECTIVE
STATEMENTS
(WHAT/WHY)***
- ***LEARN THE ART
OF QUESTIONS***
- ***LISTEN***
- ***CONTRIBUTE
YOUR WISDOM***



LOOK BEYOND YOUR AREA...



***YOU ARE MY
CUSTOMER,
HOW CAN I
HELP YOU?***

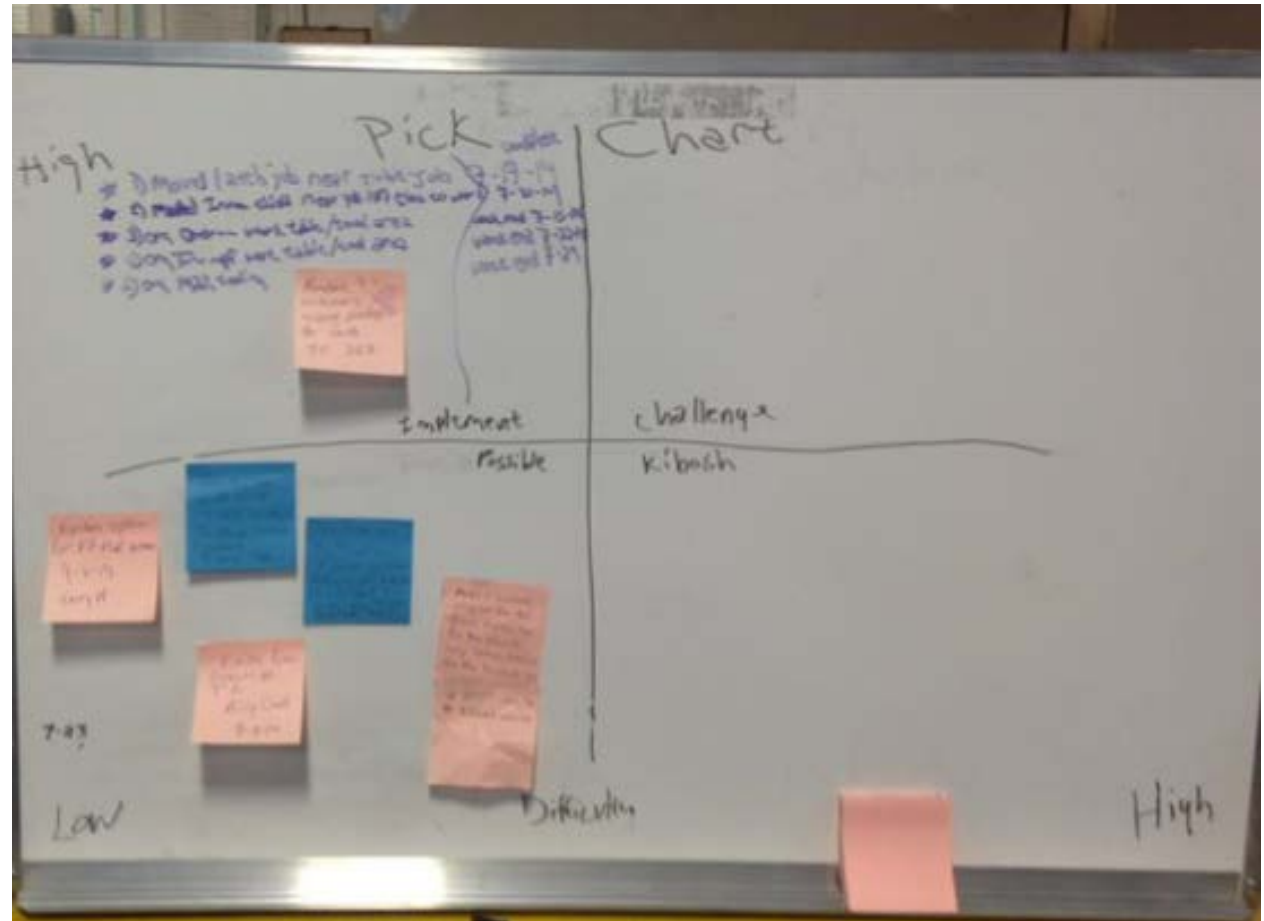


**Are you on
“crazy pills”**

**What is
wrong with
you – you’re
different?**



WHAT IDEAS TO YOU HAVE?





“You have to be humble when you screw up.”
-- Mac

GEMBA...

“WHAT
Do I
DO
THERE?”



GOING TO GEMBA...



10 at 10



Title: *What are you talking about?*

Date: **Latest Draft**
Approval Date:

Owner: **Preparer of the A3**
Manager Approval:

BACKGROUND

- Why are you talking about it?
- What is the business case? What business problem are you trying to solve or analyze? Be very concise – communicate WHY you are addressing this issue.



CURRENT CONDITIONS

- What is going on?
- Use facts, date,
- Be visual – use Pareto charts, pie charts, sketches
- Make the problem clear



GOAL

- State the specific target(s). State in measurable or identifiable terms.



ANALYSIS

- Use the simplest problem-analysis tool that will suffice to find the root cause of the problem: Five whys; fishbone diagram, problem or process analysis tree, 7 QC tools (old or new), tools from the Six Sigma, Kepner-Tragoe, Shainen, Taguchi, TRIZ or other toolbox of your choice.

PROPOSAL

- Your proposed countermeasures

PLAN

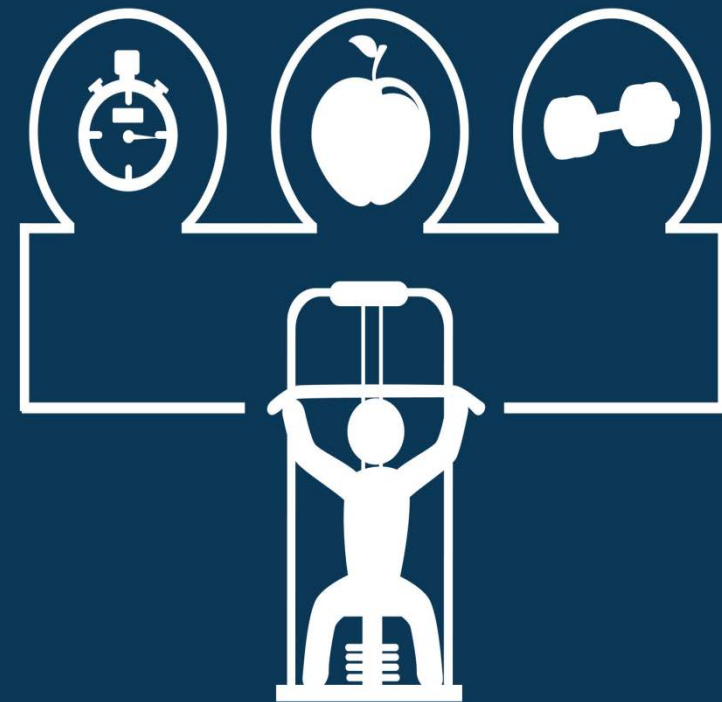
- Timeline with who, what, when, where, how.

FOLLOW UP

- What issues or remaining problems can you anticipate?

Long haul lifestyle change

- *Daily discipline*
- *Winning mindset*
- *Frustration at speed of results and resistance are part of the process*
- *What can I do?*

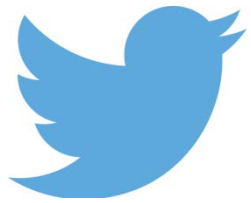


**FITNESS
ILLUSTRATION**

YOU ARE NOT ALONE...







#GoLeanWA #LeanforDummies

***Tweet one thing you have
learned OR what you
appreciate about the 2015
LeanTransformation
Conference so far***

**#GoLeanWA #LeanforDummies Tons of
Enthusiastic & committed people here!**

WHAT ARE YOU WILLING TO DO?



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