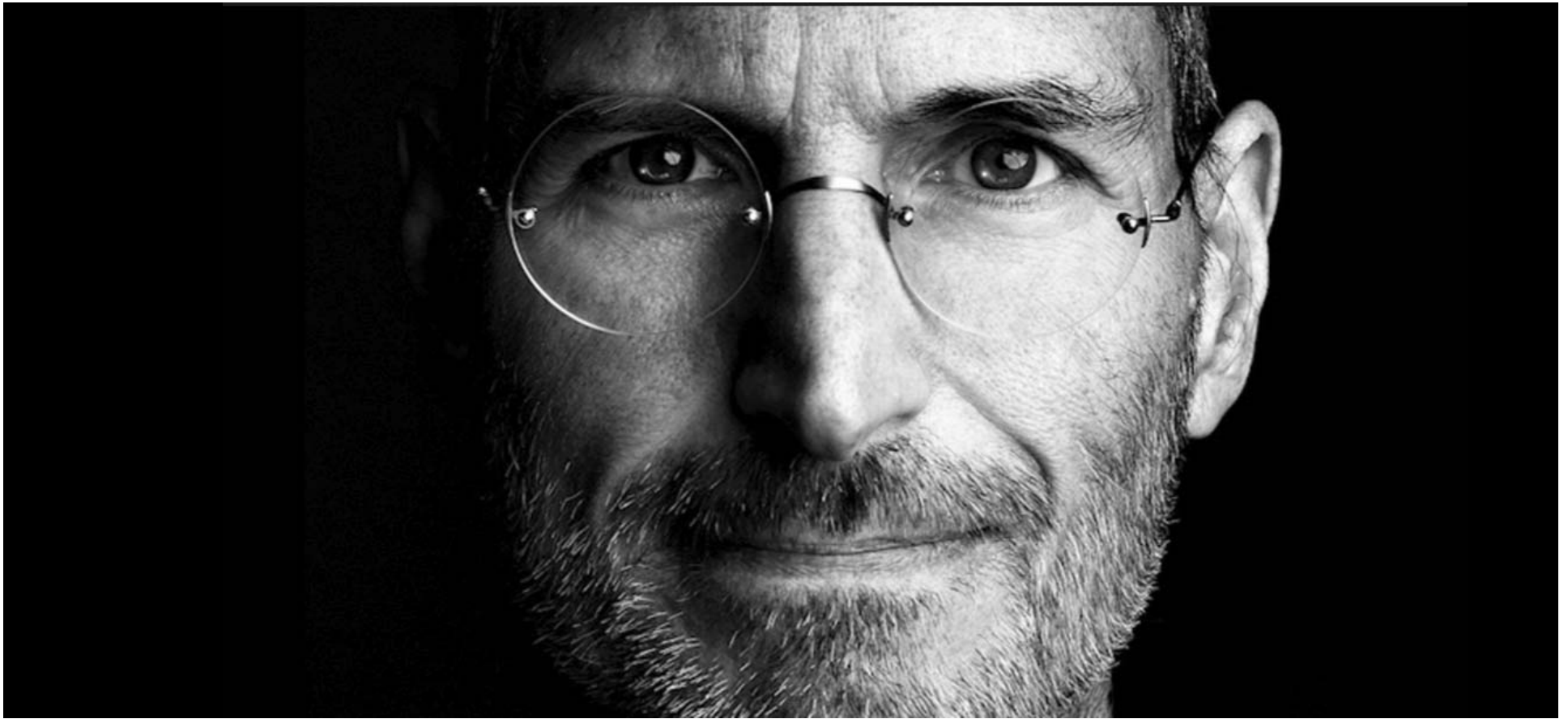


Coaching Leaders to Create a Culture of Engagement and Improvement



**Washington State
Liquor and Cannabis Board**

“The only way to do great work is to love what you do.”
- Steve Jobs



Results Model

Purpose



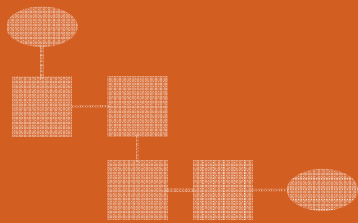
Capability



Mindset



Process



Management System





Transformation at KCHA: A PDCA Story

Presented by

Sean Heron and Job Pangilinan, KCHA

Paul Houle, DES Senior Lean Consultant

KCHA's Cultural Journey

- 1. A Software implementation challenge**
- 2. Piloting Lean - a popcorn approach**
- 3. Continuous improvement - a strategic alignment**

A Software Implementation Challenge

- **Understanding the business requirements**
- **Staff engagement and buy-in**

Piloting Lean

- a popcorn approach

- **Tapping internal and external lean experts**
- **Training everyone on problem solving**
- **Staff engagement (staff empowerment)**

Continuous improvement - a strategic alignment

From

All departments

Classroom teaching

Silo processes

Push

To

Model units

Coaching

Value-Stream

Pull

Results Model

Purpose



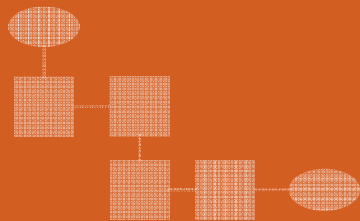
Capability



Mindset



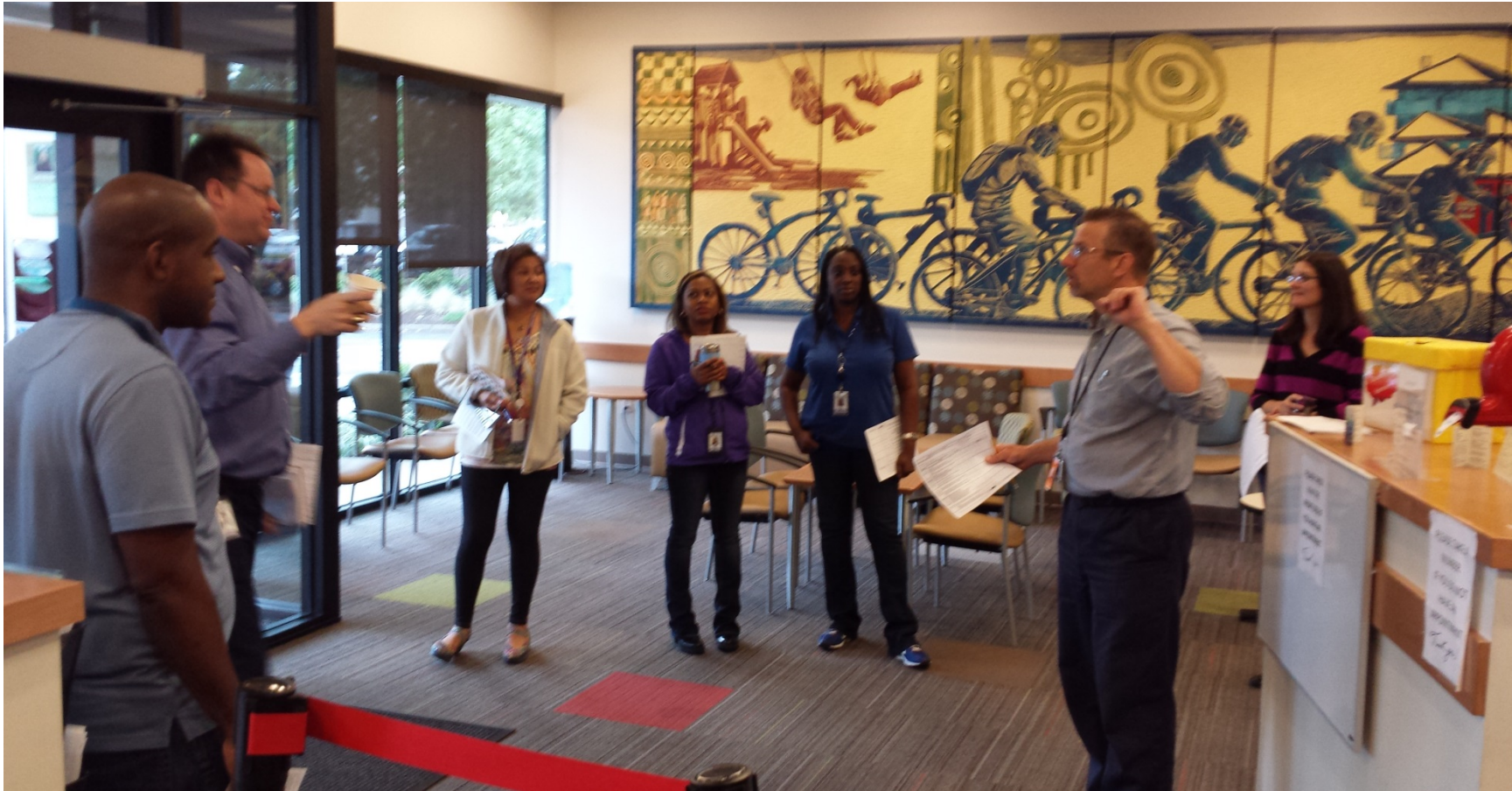
Process



Management System



The Journey Continues . . .



Creating alignment of mission and improvement initiatives – using Value stream mapping



Building a learning community with other housing authorities



(First Quarterly Meet-up of Housing Authorities around Puget Sound)



Washington State Liquor and Cannabis Board

Coaching Problem Solving at LCB

Presented by

Rick Garza and Jim Goodman, LCB

Ariana Wood, DES Senior Lean Consultant

What was happening at LCB

culture
building



Leader Coaching

People Focus

Improvement Projects



Workplace Learning



Basic
Concepts



Guided
Practice



On-the-Job
Coaching



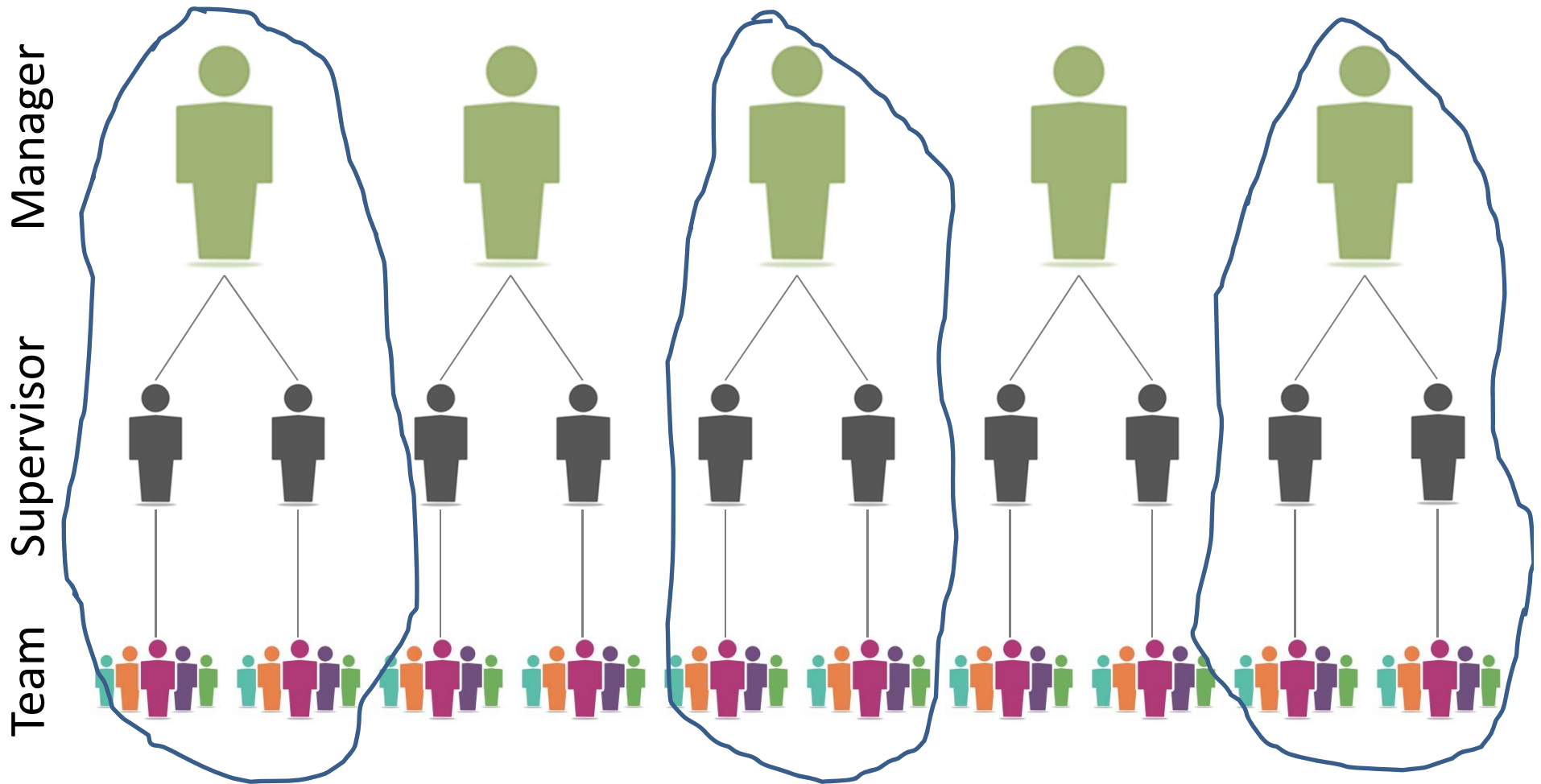
Challenging
Experiences

Learning

Applying



Model Line Approach



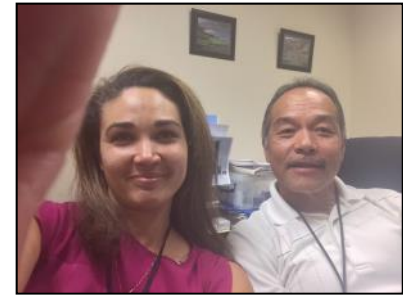
Manager's Experience



Director's Experience



Coach's Experience



Results Model

Purpose



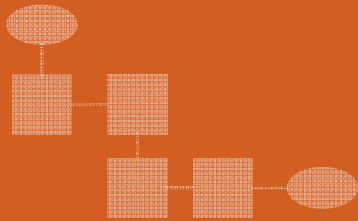
Capability



Mindset



Process



Management System







For more information see our website at
bit.ly/DESLTS