Harness the Power of Your Organization's Improvement Potential Using The Lean Way

Doanh Do, The Lean Way

September 26, 2017
Presentation Agenda

1. What is Kaizen and Continuous Improvement?
2. Benefits of Continuous Improvement
3. How to Start Your Continuous Improvement Journey
4. Using The Lean Way to Accelerate Your Continuous Improvement Program
5. How to Sustain Your Continuous Improvement Culture
6. Q & A
What is Kaizen and Continuous Improvement?

• Kai (improvement) Zen (good) translates to “continuous improvement”
• The Kaizen philosophy states that our way of life - be it our working life, our social life, our home life - deserves to be constantly improved.
• It is about achieving improvements by taking small steps instead of drastic change
• The process humanizes the workplace, eliminates overly hard work, and teaches people how to spot and eliminate waste in business processes.
Benefits of Continuous Improvement

- **Benefit 1: More engaged employees**
  - Gallup Poll of US workers in 2015 showed that 32% of employees were engaged in their job. 50.8% of employees were “not engaged” and 17% of employees were “actively disengaged”.

- **Benefit 2: Lower employee turnover**

- **Benefit 3: More competitive products & services**

- **Benefit 4: Better customer service**

- **Benefit 5: Having a proactive learning culture**
  - If you are doing business in the same way that you did 5 or 10 years ago, your company will quickly go out of business.
How to Start & Sustain Your Continuous Improvement Culture

1. Problem Awareness
2. Improving your processes
3. Building The Culture
How to Start Your Continuous Improvement Culture

1) Focus on gradual small changes instead of major shifts
2) Prioritize ideas that are inexpensive
3) Gather ideas from the people doing the work
4) Empower employees for improvement
5) Use regular feedback
6) Measure Impacts

“A JOURNEY OF A THOUSAND MILES BEGINS WITH A SINGLE STEP.”

LAO - TZU
Using The Lean Way to Accelerate Your Continuous Improvement Program
Accelerate Your Continuous Improvement Program

1. Problem Awareness
2. Improving your processes
3. Building The Culture

Revolutionizing how companies capture, implement, measure and share continuous improvements.
How to Sustain Your Continuous Improvement Culture

1) Have an end goal in mind
2) Communicate the goal to everyone
3) Have a framework
4) Educate and spread awareness
5) Make change everyone’s responsibility
6) Enhance communication
7) Stay cautious and don’t rush
8) Measure outcomes
9) Celebrate success
10) Create new habits
Questions?
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Booth #: 7
Standardize Processes – Make it simple

1. **Problem** - what is the issue that we are trying to solve?
2. **Solution** - what is the proposed resolution?
3. **Outcome** - what happened when we applied the solution? Was the outcome as we had expected?
4. **Impact** - what is the overall impact to the project or organization?
Share Knowledge & Insights in Real-time

1. Learn from the insights of your colleagues
2. Never solve the same problem twice
3. Turn your A3s into operational standards & best practices
4. Learn and innovate faster
Add Videos, PDFs, and Photos to Your Improvements

1. We are visual creatures
2. A photo or a video can capture the situation much better than any words that we have.
Revolutionizing how companies capture, implement, measure and share continuous improvements.

Make The Process Social
Measure Impact

1. Quantify cost saving, revenue increases, and time savings of your improvement.
2. Describe qualitative impacts of your improvement
   - Quality
   - Safety
   - Satisfaction
Revolutionizing how companies capture, implement, measure and share continuous improvements.

Transparent Reporting & KPIs

1. Receive aggregated reports on the impact of your company’s A3s.

2. Drill down the data by team, project, and region.

3. Use the data to measure your lean and continuous improvement efforts.

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- IMPACT
  - $ 220k Cost Saving
  - $ 124k Revenue
  - 1069.4h Time Saving