



Robust. Collaborative. Tightly coupling learning with action. Impeccable coordination. Collective enterprise. Production system design. These are few of the core principles that we advocate at the Lean Construction Institute. Reviewing them last night underscored how much a community depends on and values input from its members-its "citizens" to use Peter Block's phrase. "Members" in our organization are the "customers," the ones that define the value proposition of our existence. This "reminder" of customer value and who are the customers of LCI is timely as we approach our August Board meeting.

There are many ways to reach out for the voice of the customer. I tried one in Corona, California this spring when I visited the UHS Temecula Team big room. Assisted by Board Members George Zettel and Victor Sanvido, I spent ½ a day witnessing how that program was being implemented and the efficacy of the lean tools employed. At lunch, I talked a little about LCI and then asked the group: what can LCI do for you? Two answers stood out: bring in more owners and develop tool templates that will assist us in developing the right tools for implementation of lean philosophy principles on the job. That important information has driven our strategy for a closer engagement with CURT and reaching out to COAA for a meaningful partnership in bringing our messages to the Owner community.

I plan on expanding the "Voice of the Customer" tour as I dubbed my first stop. However, budget constraints and time limitations make that difficult. Consequently, I have found other ways to understand our community and the concerns within it. I've attended chapter meetings in Wisconsin, Michigan, Northern California, Los Angeles, San Diego and Denver. I have facilitated Community of Practice formation meetings in New York, Philadelphia, Kansas City, Chicago and Wisconsin. I participated in a one-year anniversary review of the successes and challenges of the Arizona CoP. Greg was in New Mexico two weeks ago facilitating that chapter development. He and I attended the mid-year IGLC meeting in New York and he and Will Lichtig just finished the IGLC annual meeting in Lima. Participation in all these events has been eye-opening in terms of what the most institutional portion of our community needs and wants.

I also routinely hear from you out there in Newsletter land. I appreciate your responses (even critical ones) because they sharpen our focus and help direct our attention. In response to requests from our members we are currently developing standards under which we will authorize Last Planner® coaches to deliver training of teams and projects in that methodology. We still receive several requests for information on Last Planner training every week.



Lean Construction Institute

Building Knowledge in Design and Construction

What we haven't done until now is to survey our members. With August 1 fast approaching, I thought a survey would be useful and propitious. Our current Board needs input on what you, the customer, would like us to do-what value do you see from LCI? What could we do that would provide more value to you? Here's the link to our Surveymonkey survey:

<http://www.surveymonkey.com/s/9MPLF93>

Please take a few minutes to fill it out. Thanks in advance for the help and I look forward to reporting on and helping implement the results.