



Change is Good! ...and other mantras to live by.

Making process improvement work for you!

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- “Lean Six Sigma may work in manufacturing, but we’re a _____ (fill in the blank) industry!”
- “Who are THEY to tell me how to do my job?”
- “I’m too busy working to attend those meetings.”

Why does CPI fail?

- “My manager doesn’t know how we REALLY do things around here, so there’s no way his/her ideas are going to help!”
- “We’ve been doing it this way for YEARS!”
- “If it ain’t broke, don’t fix it!”



- Do not pass GO, Do not collect \$200 until you have COMMITTED Management Support!
- Eney, meany, miney, moe! Select team members carefully!
- Maybe nothing can stop a Trane, but changes won't go until you TRAIN!

Making process improvement work for you

- Metrics – They aren't just for Europeans anymore!
- Rinse and Repeat



Why?

- Resource Allocation: manpower, meeting space, money
- Authority
- Recognition

Management Support

How?

- Appeal to the bottom line
- Brief briefs (and a LOT of 'em)



- Don't start your second string players in the tournament game
- Authority to decide
- Group dynamics & balance of power
- Attitude about change

Team Members



- Build in extra time to make sure everyone speaks the same language.
- Teach the tools to be used ahead of time.
- Do not exclude management in training opportunities.

Training

KAIZEN

POKA-YOKE

**FISHBONE
DIAGRAM**

SIPOC



- Start and end points determine success
- Plan extra time if you lack complete documentation

Metrics





- Easiest step to skip = first point of failure
- Requires more discipline than other steps

Follow up



- Committed management support
- Select team members carefully
- Train

Making process improvement work for you

- Metrics
- Follow up



If you've got a question, I've got a story about something I've tried and failed! Maybe you can learn from one of my experiences too.

Questions?

Feel free to call or e-mail me:

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