Diagnosis PIF: Avoiding Process Improvement Fatigue

Presented by Craig Hale
Esterline Control Systems - AVISTA
“Ugh, not another process change! Didn’t we just have one last month?”
Diagnosis: PIF
Treatment
Team Engagement
Communicate, Really Communicate

WIIFM
Gain Buy-In
Limit Impact

2
Train
Time it Right
Measure It
Manage Change
Why Are We Doing This?

WIIFM
The People Factor

Do we have to?

I don’t want to!

What does Bob think?

This is a great idea!

What?
Competing Commitments

Immunity to Change
How to Overcome It and Unlock the Potential in Yourself and Your Organization

Robert Kegan
Lisa Laskow Lahey

Esterline
Control Systems
Chronic Improvement
Use a Schedule
Prescription for PIF

MEDICAL CENTER

NAME __________________________ AGE ______
ADDRESS _________________________ DATE ______

Rx

Engagement
Training
Manage Change

□ LABEL
REFILL 0 1 2 3 4 5 FRN NR

SIGNATURE
If All Else Fails
Questions?

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