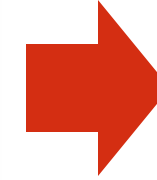


CONTINUOUS IMPROVEMENT (CI) WAYS OF WORKING

Are you working the CI Way? ...Then initiate an improvement in your work area



FOCUS ON THE CUSTOMER -

Who's the customer and what do they value?

PURSUE END -TO -END RESULTS

- Do I understand the whole process, not just my part?

MAKE PERFROMANCE VISIBLE -

How do we know how our process is performing?

COACH FOR IMPROVEMENT -

How do I enable others through shared learning?

DRIVE SIMPLE SOLUTIONS -

Are we over-engineering our solutions?

CONTINUOUSLY IMPROVE -

Is Continuous Improvement Everybody Everyday?

CONTINUOUS IMPROVEMENT (CI) WAYS OF WORKING

You can identify improvement initiatives in your area through **Go See** at the Gemba

At the
Gemba

ALWAYS:

***GO SEE**

See guide



***SHOW RESPECT** - Remember that the process performer is the true expert

***ASK WHY** - Demonstrate curiosity, dig into the detail in order to determine the real root cause of the problem



Go See Guide

WHAT IS IT: To go see the actual process to understand the real situation through direct observation

WHERE IS IT DONE? At the "actual place" (aka the Gemba) where the process is taking place. This cannot be done away from the process and its performers

WHY DO IT: To observe for yourself and Identify Opportunities & best practice, investigate a problem, monitor performance, coach for improvement

WHO DOES IT? Anyone who needs to understand the process, from senior manager to team leaders and process performers

WHAT TO ASK (Examples)

- Is this a safe and convenient time to talk?
- Can you show me your process?
- How do you know when you are doing this right?
- How do you measure performance
- Who's the customer of this work?
- Do you have ideas of how to improve the process?
- What do you do if you find a problem?

Remember to always Show Respect: Be hard on the process not the people.

CONTINUOUS IMPROVEMENT (CI) WAYS OF WORKING

For additional information, support and Coaching, see below

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