



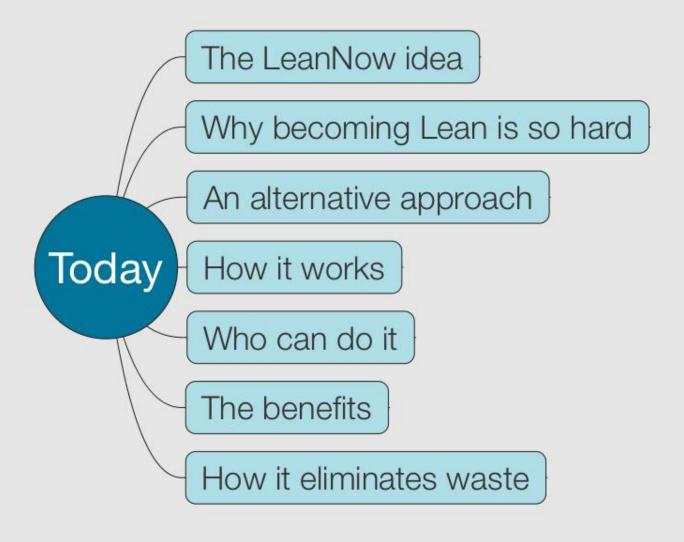
# INTRODUCTORY WEBINAR



By Randall Benson













#### Lean

Creating and sustaining an uninterrupted flow of customer value ...

... by involving everyone in the elimination of waste in every form.





#### You're Lean when:

You're managing daily operations with Lean principles.

You're improving continuously.







Services
Hi-tech
Healthcare
Government
Non-profit
Non-manufacturing

Becoming Lean











### We're limited by the factory-floor approach...



... and the tyranny of the orthodox





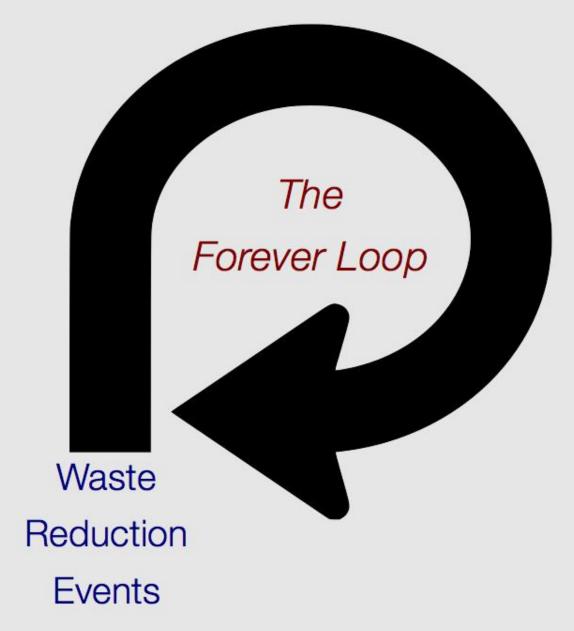
#### Orthodox Lean

Eliminate Waste
Organize Workplace
Co-locate
Make Status Visible

Flow











#### **Planning Process**

#### Internal Consultant Certification

Launching Teams

Metrics & Dashboards

In-Depth Training

Value Stream Mapping

**Factory Tours** 

Waste Elimination Opportunities

Waste Assessments

**Kaizen Blitzes** 

**Lean Project Office** 

5S Workplace Organization

**Process Walks** 

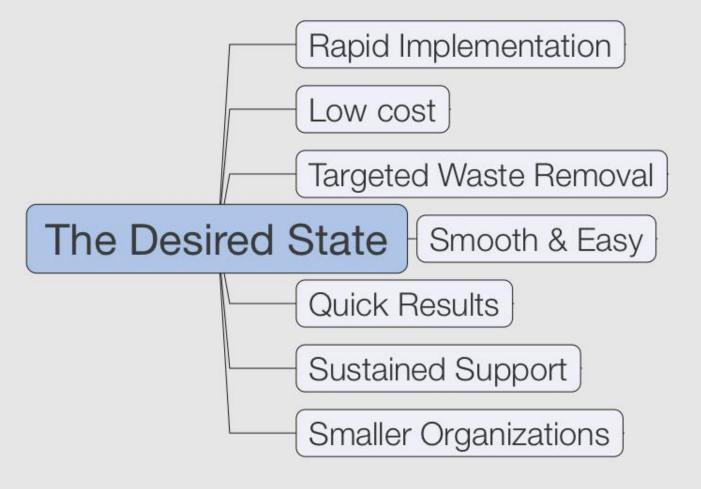
A3 Problem Solving

Voice of the Customer

**Project Management** 











# Getting Lean should be easy and take less than 30 days.





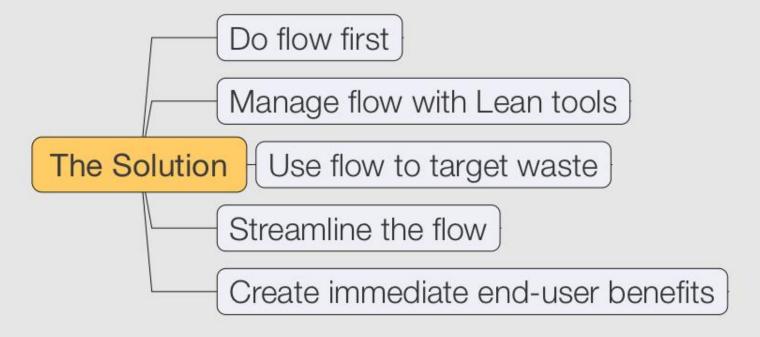


#### Purpose-built for non-manufacturing

Using current technologies











Eliminate Waste

Organize Workplace

Make Status Visible



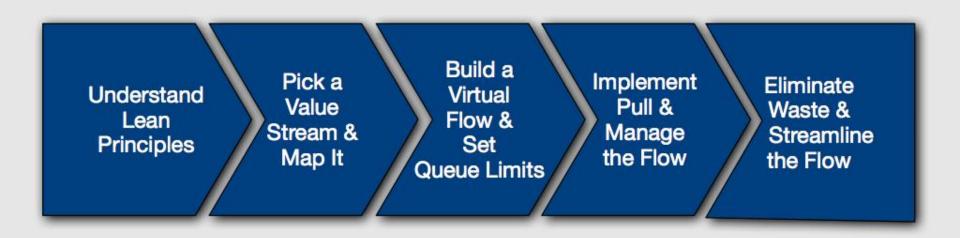








#### LeanNow is a series of simple steps.





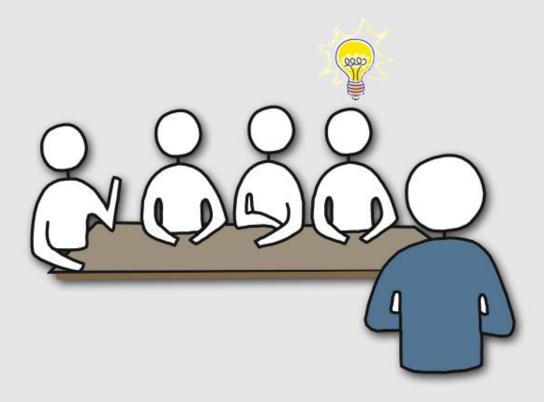
# 1. Understand Lean principles.







# Conference-room simulation is faster and more effective than classroom training.







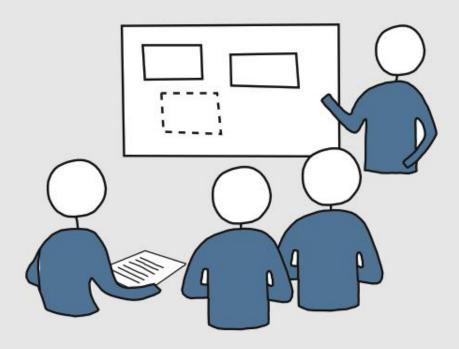
#### A LeanNow Simulation Scoreboard

Category	Phase 1	Phase 4
Throughput Time	20:12	2:45
Rush Time	2:46	1:38
WIP	74	8
Time per File	112 sec	26 sec
VA%	10.0%	50% +
Backlog	90	10
Rework	High	Low
Quality Issues	18	3
Effort	High	Very Low





# Apply the ideas from the simulation to you own business processes.







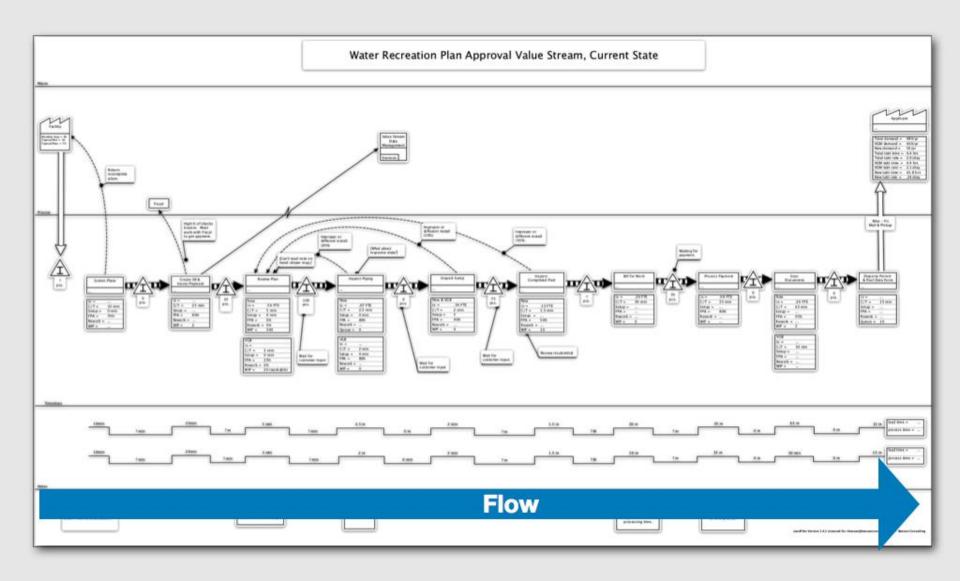
## 2. Pick a value stream & map it.







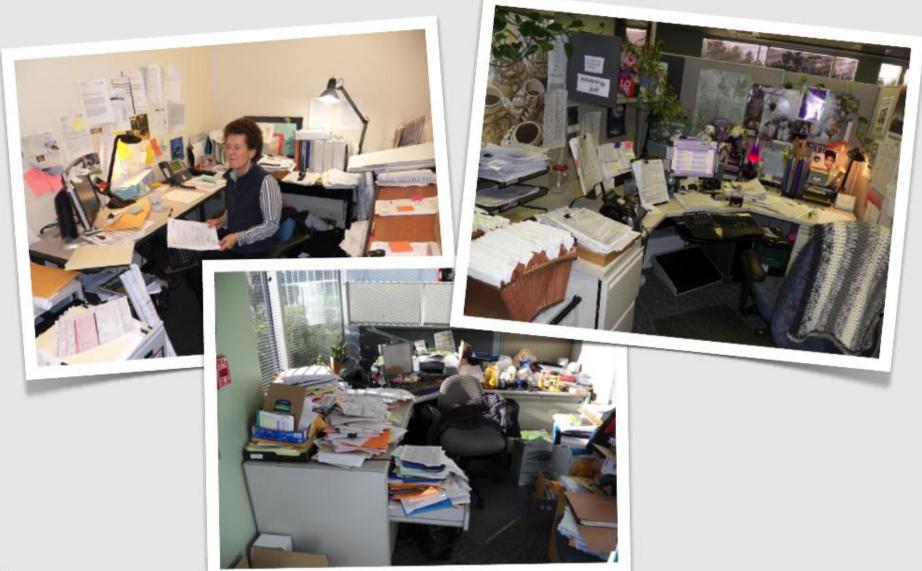
#### A Value Stream is the end-to-end creation of a useful outcome.





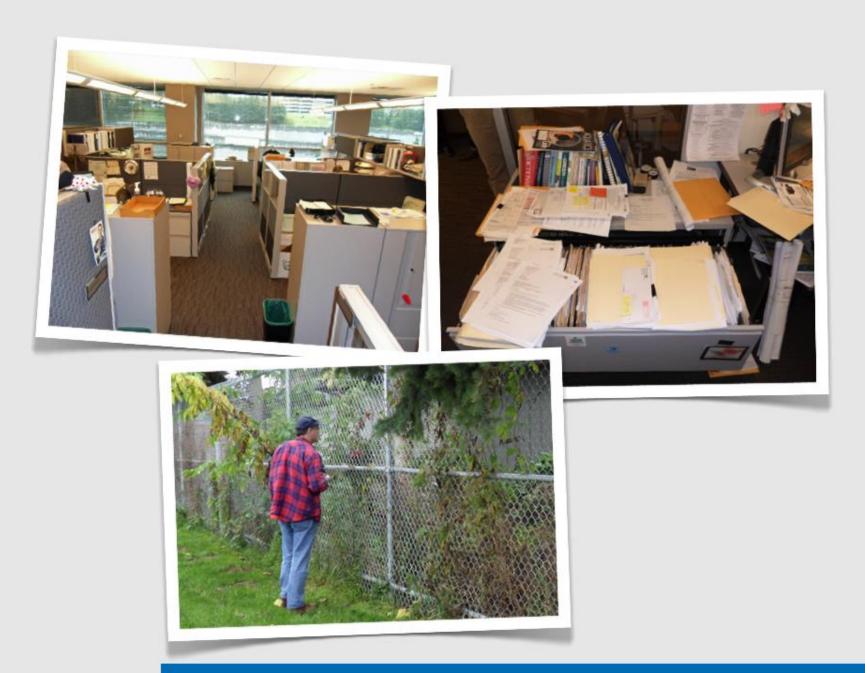


# Creating visible flow can be a challenge!





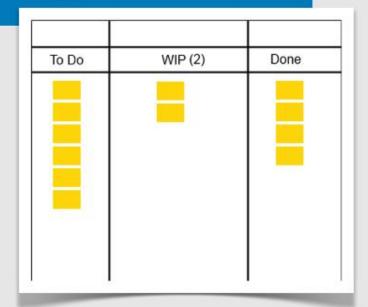








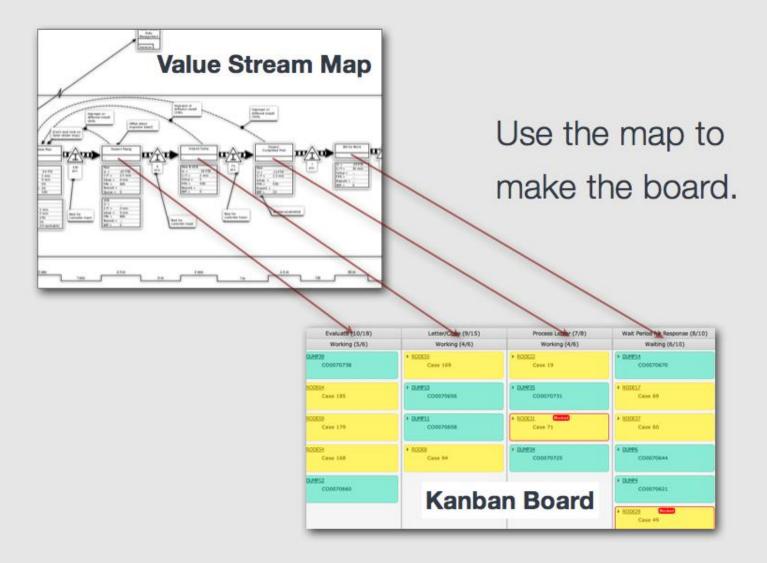
## 3. Build a virtual flow & set queue limits.







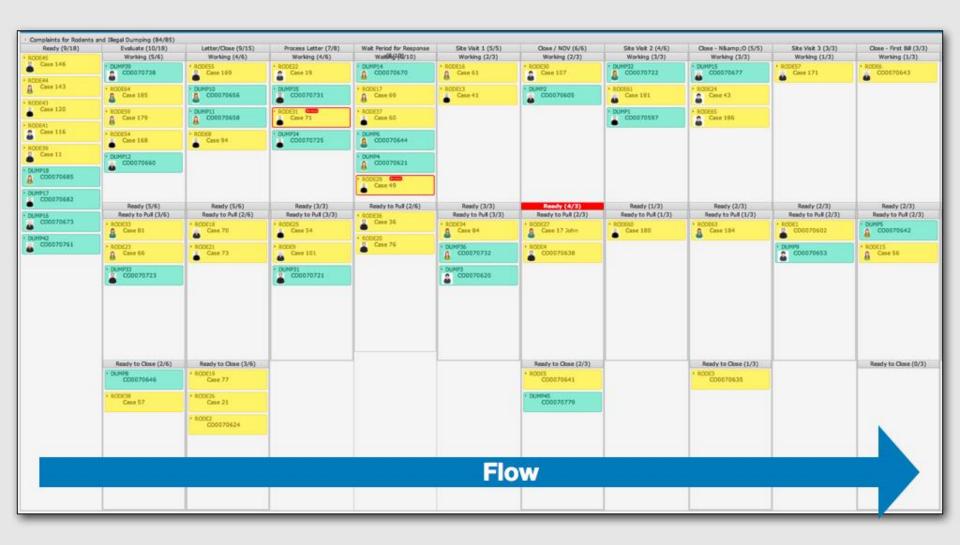
#### Visualize actual flow with a kanban board.







#### Visualize the flow with a virtual kanban board.







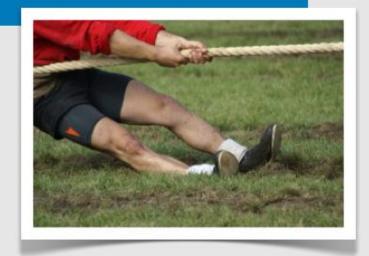
# Flow First = Minimum Viable Flow (MVF)







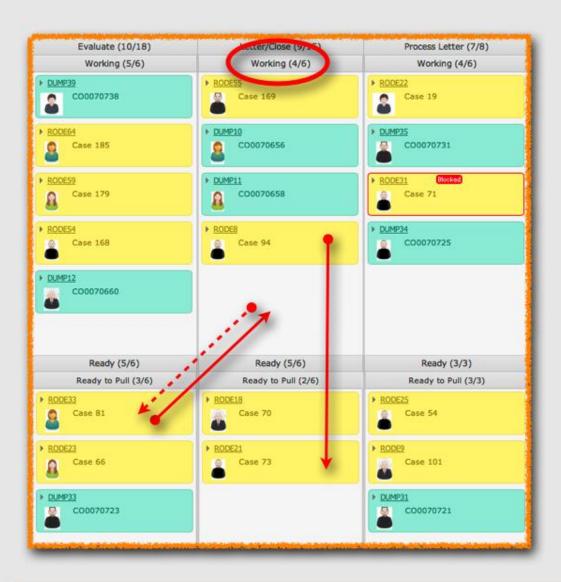
# 4. Implement pull & manage the flow.







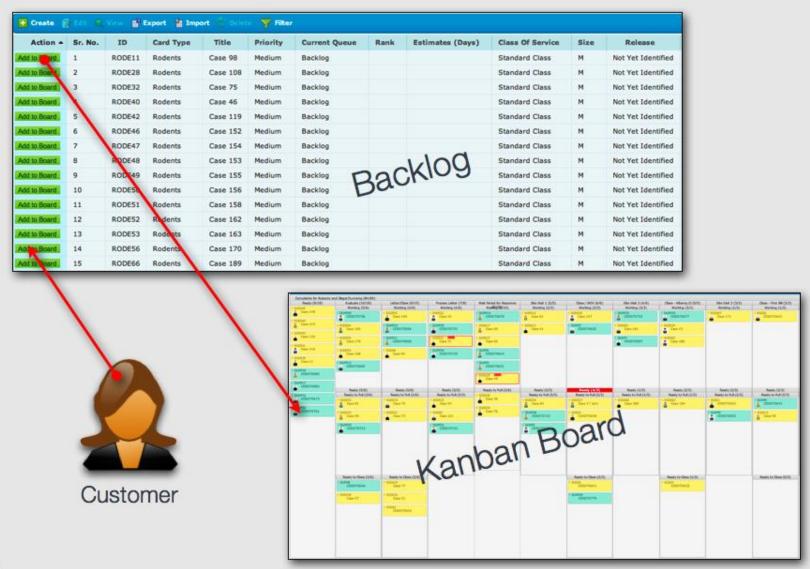
# Use pull to manage flow.







#### Hold the backlog at the front & release to WIP







# What do managers do?

Establish queue/WIP limits

Release backlog

Assist when limits are hit

Support improvement projects

Help the team get what it needs

Rebalance the flow

Track metrics







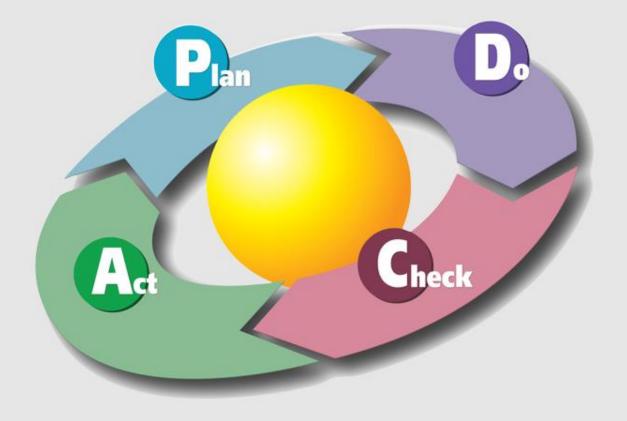
#### 5. Eliminate the waste & streamline the flow.







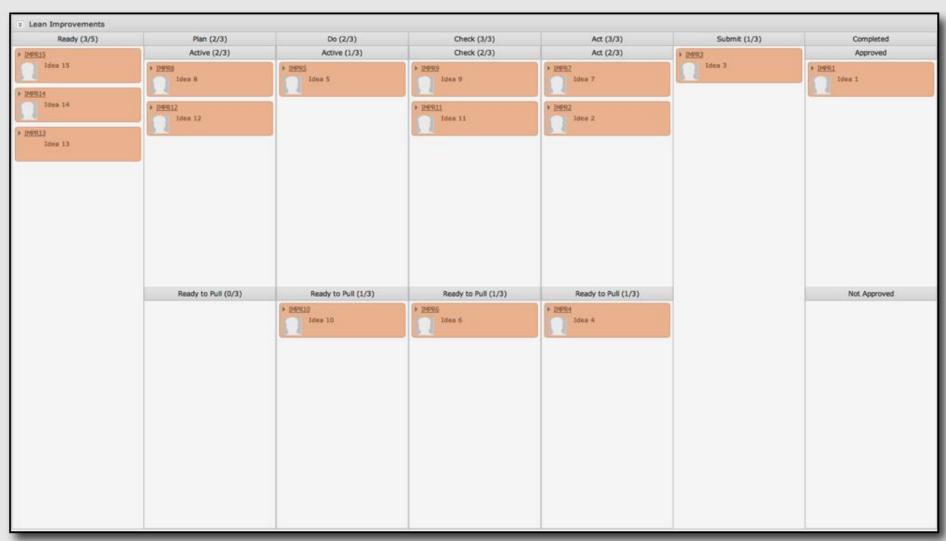
# PDCA Improvement Cycle





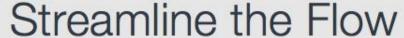


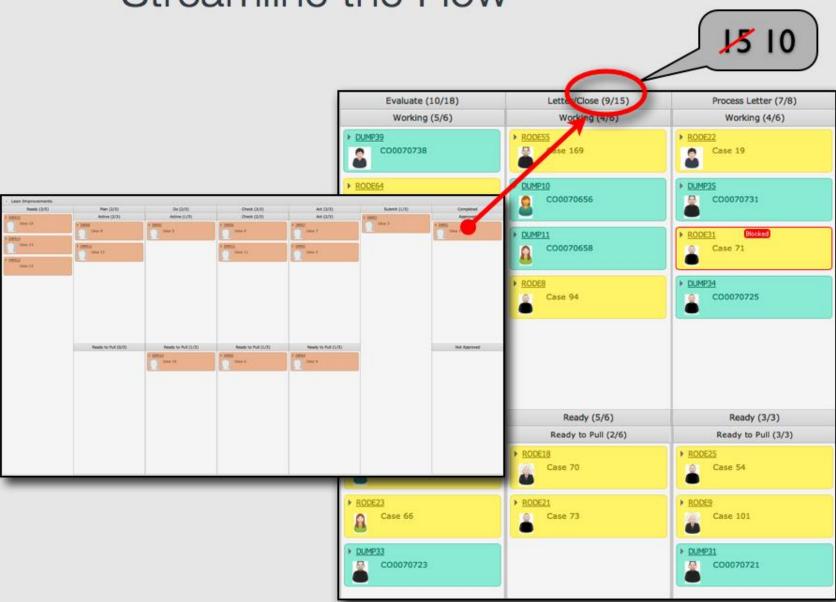
# LeanNow Improvement Board







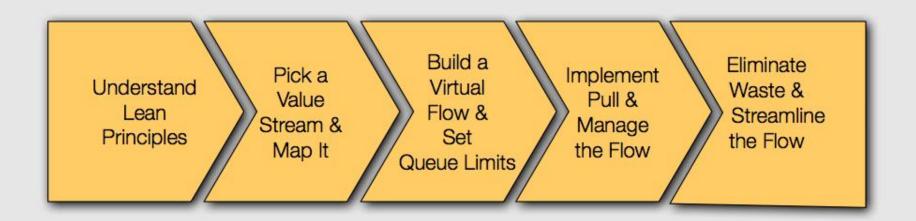








# Would these five simple steps work for your organization?







We need an alternative to long, expensive and unproductive Lean implementations. We need a process to rapidly go from zero to Lean.







Flow First

Virtual Kanban Boards

Using Flow to Target Waste

Removing Waste to Tighten Flow

Tightening Flow for Awesome Outcomes

#### Thank You!





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