

INTRODUCTION TO LeanNow™: WEBINAR WITH RANDALL BENSON

Brought to you by:



May 16th, 2013

Agenda:

- Introductions
- A Quick word from the Sponsor
- Randall Benson: Introduction to LeanNow™
- Q&A

Some Housekeeping

- ❑ Questions will be taken via Q&A box.
- ❑ Please enter your question in the Q&A box on the bottom right of your screen.
- ❑ Questions will be taken grouped by topic in the order received
- ❑ The webinar will be recorded. Slides and the recording will be made available after the meeting.

Today's Speaker



- Randall Benson
 - ▣ CEO, Benson Consulting
 - ▣ Lean Consultant/ Coach
 - ▣ Author – The Quest Effect

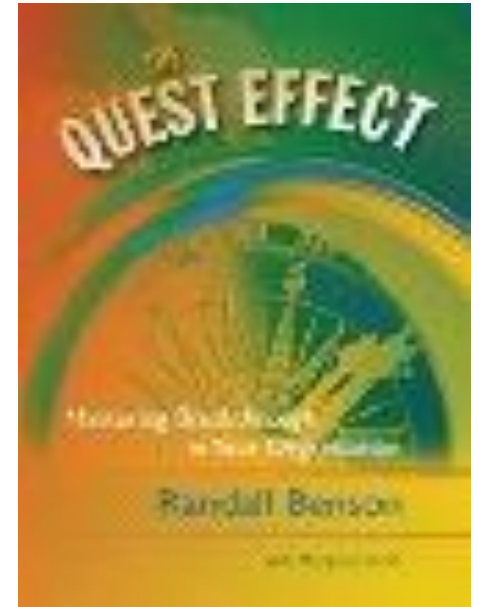


Host

- Mahesh Singh
 - ▣ Co-founder, Sr. VP – Product, Digite, Inc.

Randall Benson

- ❑ Self-confessed Lean heretic!
- ❑ Lean Consultant/ Coach/ Trainer
- ❑ Author – The Quest Effect
- ❑ Worked with manufacturing, distribution, healthcare, government, insurance, banking, travel and hospitality, non-profit, high tech
- ❑ Based in Seattle area

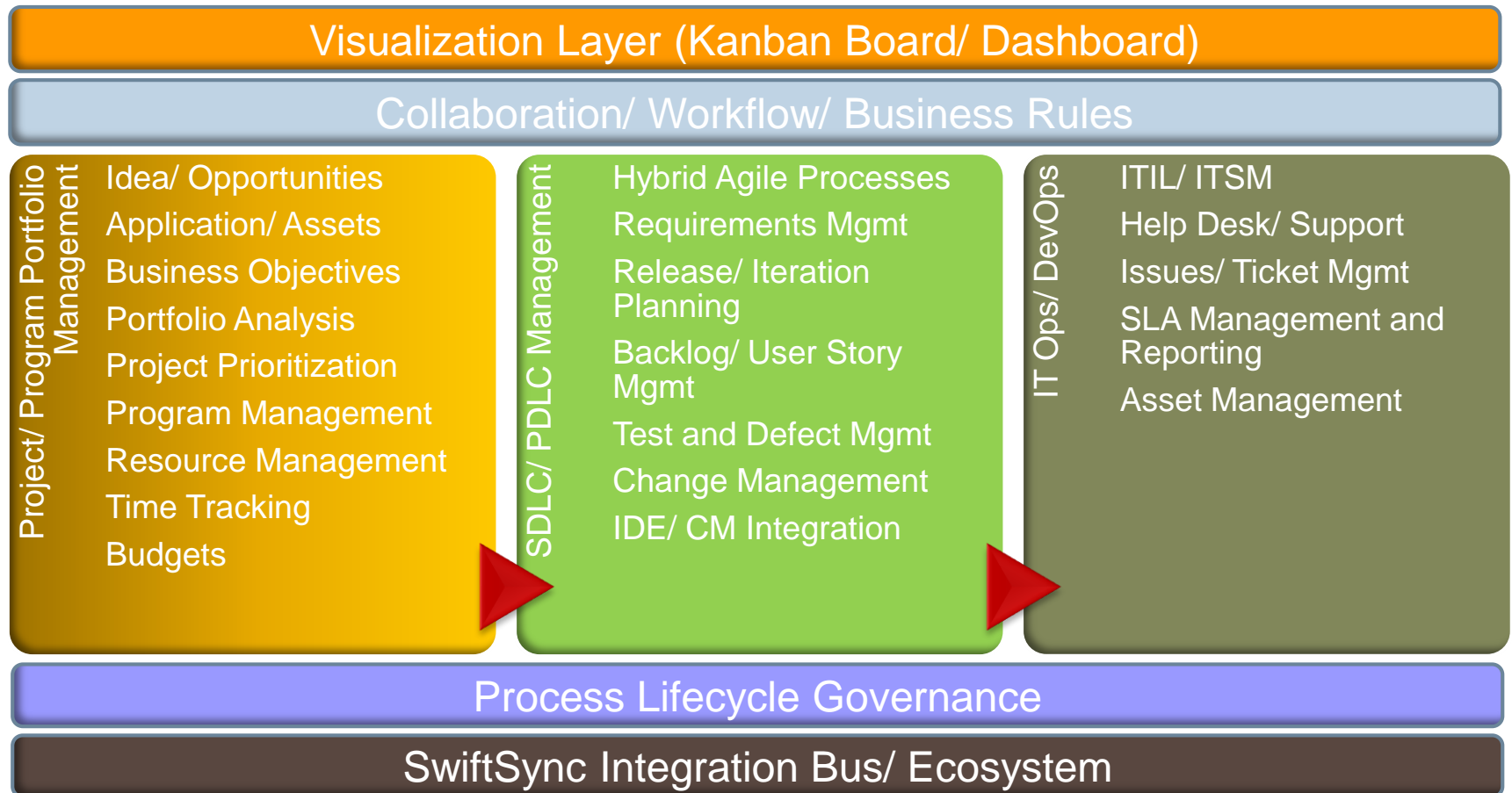


Quick word from the Sponsor!

- ❑ Digité, Inc. - Pioneer in Web-based Collaborative Products/ Solutions for Geographically Distributed Teams
- ❑ Headquartered in Mountain View, CA
- ❑ Over 300,000 users in the Americas, Europe, Asia/ Pacific
- ❑ Products that cover Lean/ Kanban, Agile ALM, Project/ Portfolio Management
- ❑ SwiftKanban is our flagship Lean/ Kanban product

Lean/ Agile ALM Stack

7

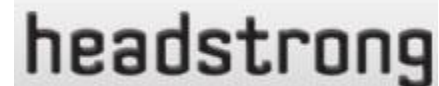


Key Customers

8



Sandia
National
Laboratories



Over to Randall....

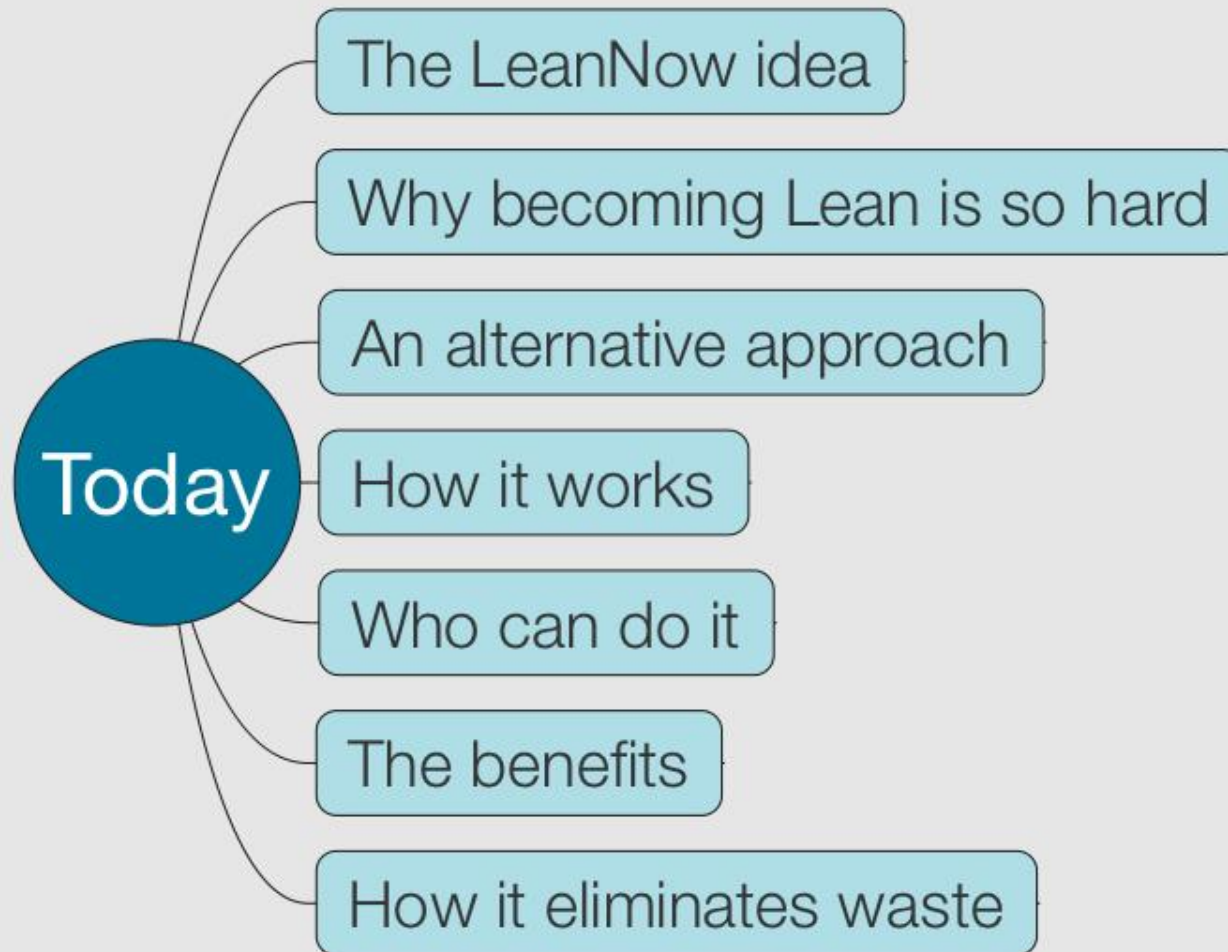


INTRODUCTORY WEBINAR



By Randall Benson

rbenson@bensonconsulting.com



It's About Becoming Lean



Lean



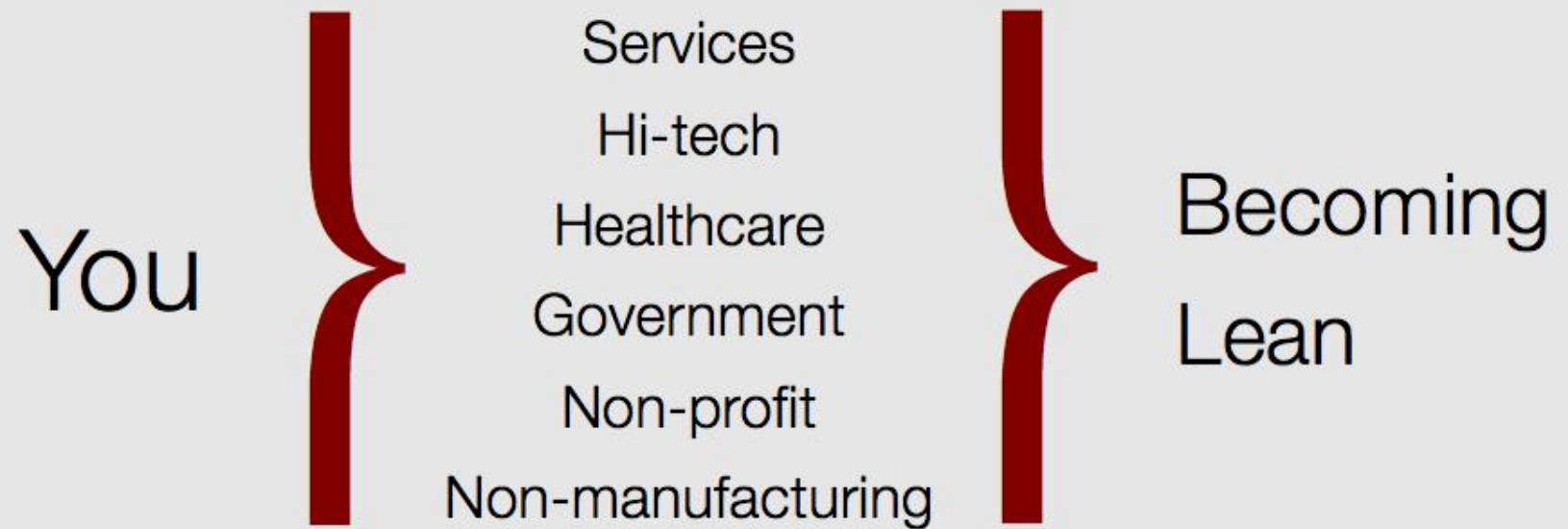
Creating and sustaining an uninterrupted flow of customer value ...

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

You're Lean when:

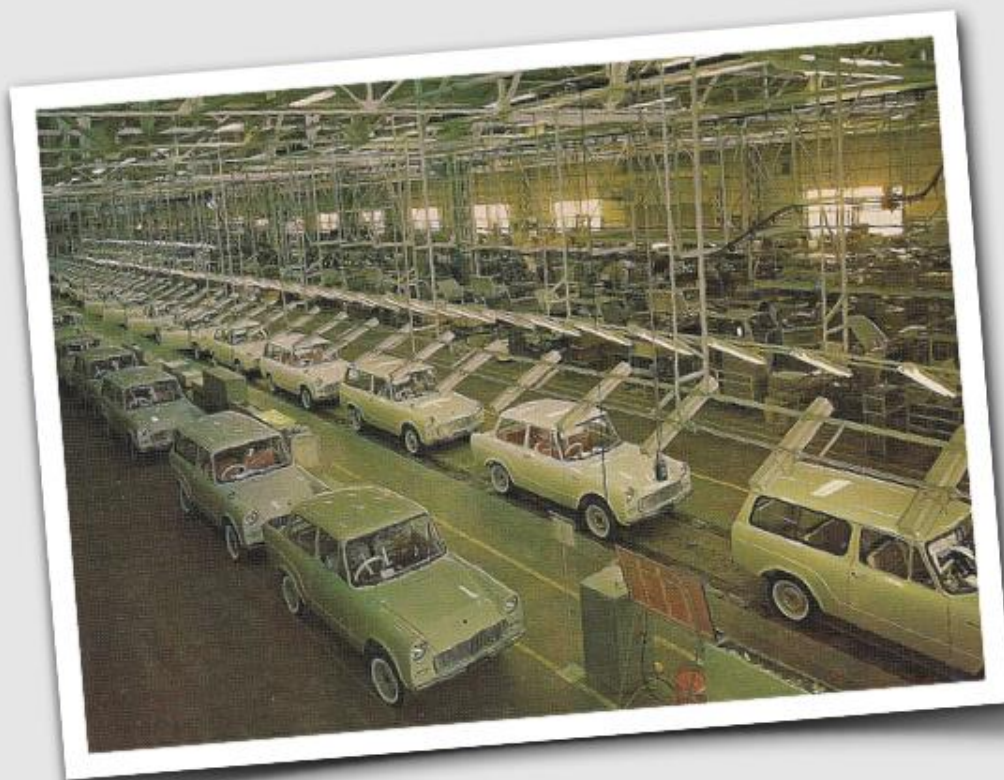
You're managing
daily operations
with Lean
principles.

You're improving
continuously.





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



... and the tyranny of the orthodox

Orthodox Lean





Planning Process

Launching Teams

In-Depth Training

Factory Tours

Waste Assessments

Lean Project Office

Process Walks

Voice of the Customer

Internal Consultant Certification

Metrics & Dashboards

Value Stream Mapping

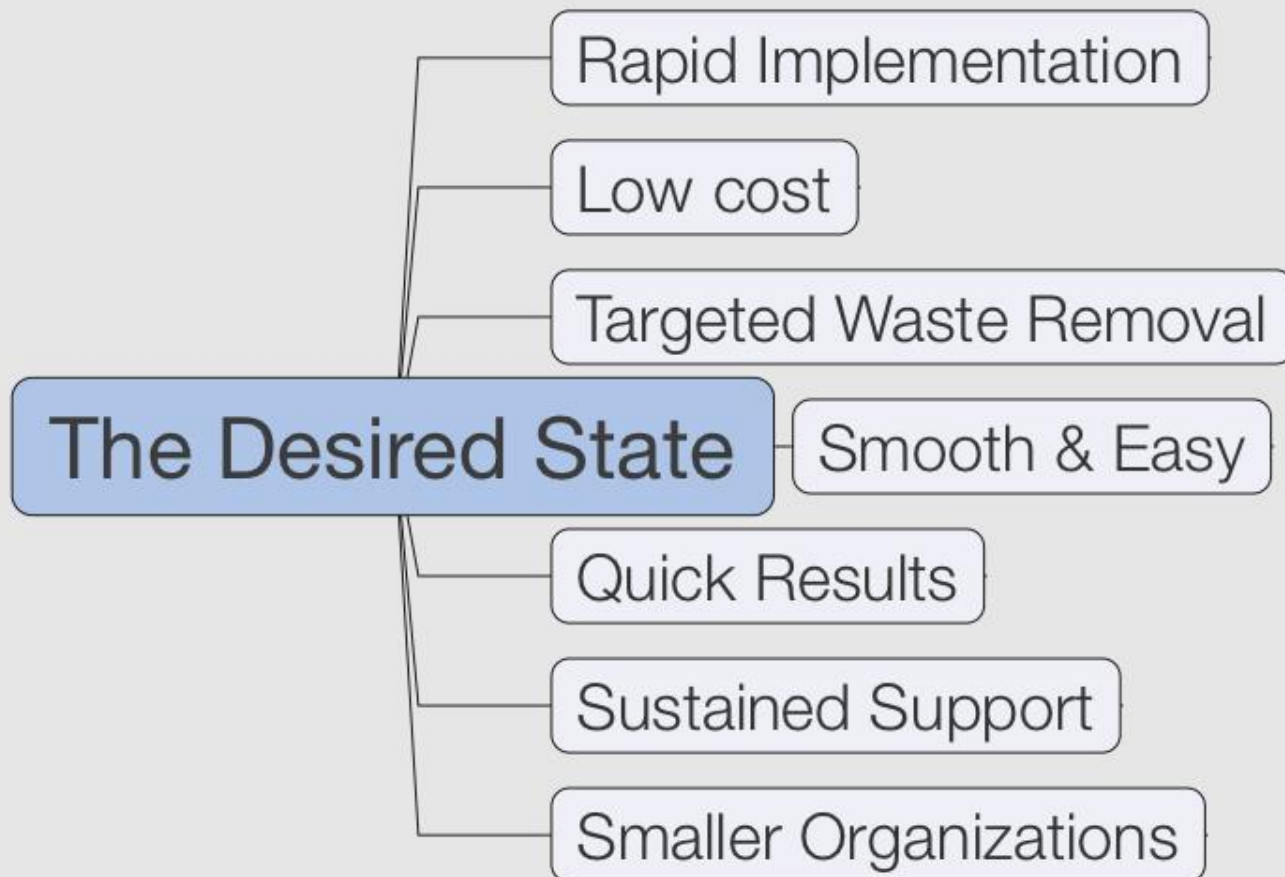
Waste Elimination Opportunities

Kaizen Blitzes

5S Workplace Organization

A3 Problem Solving

Project Management



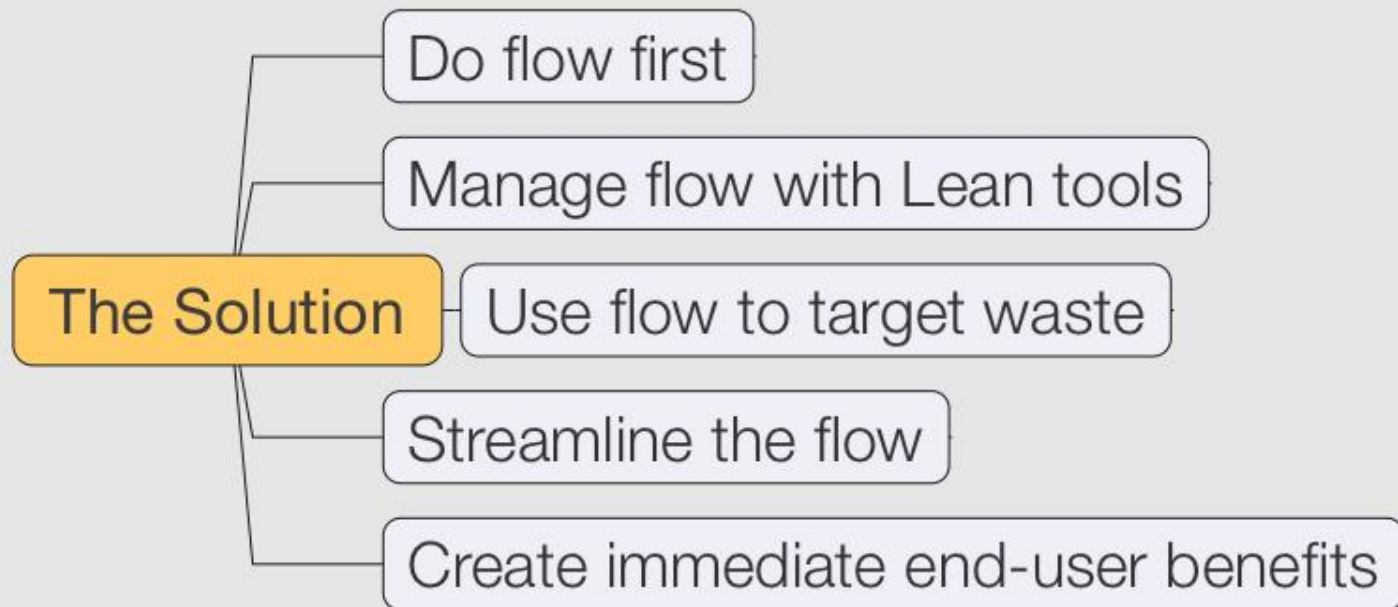
Getting Lean should be easy
and take less than 30 days.



We need an approach ...

Purpose-built for non-manufacturing ...

Using available technologies.



Flow

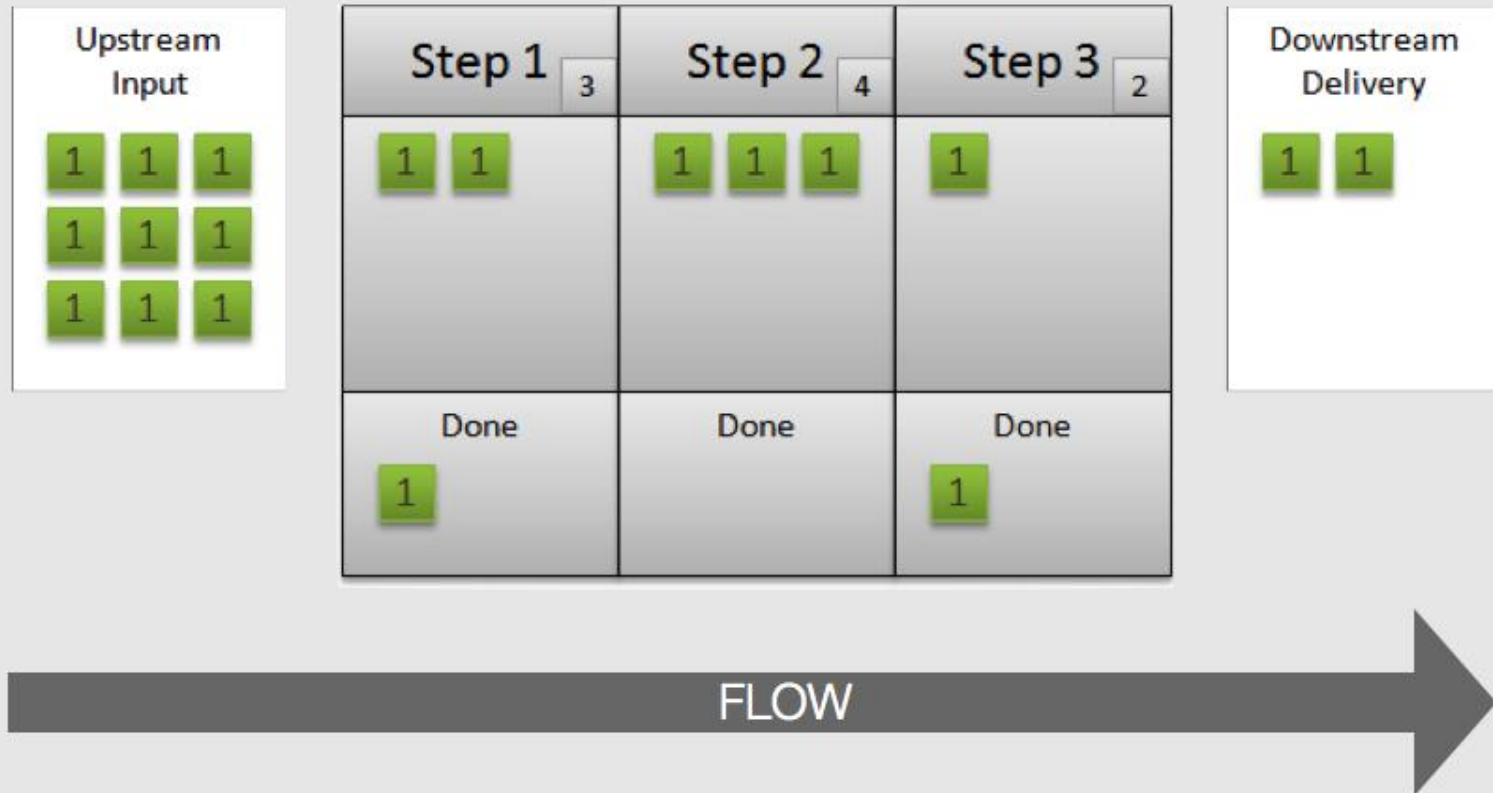


Eliminate Waste

Organize Workplace

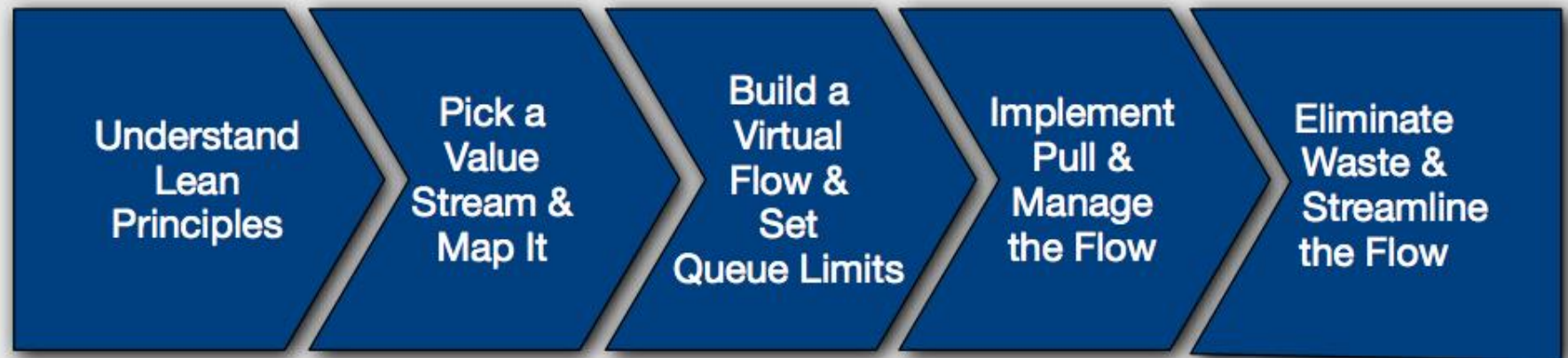
Make Status Visible

Manage flow with a kanban board.





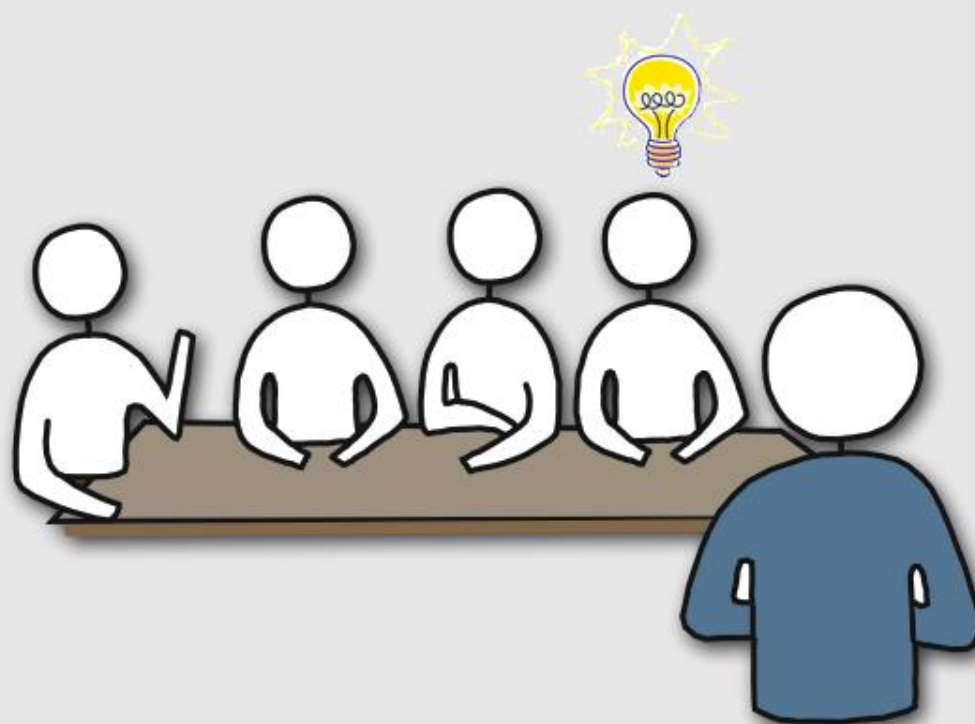
LeanNow is a series of simple steps.



1. Understand Lean principles.



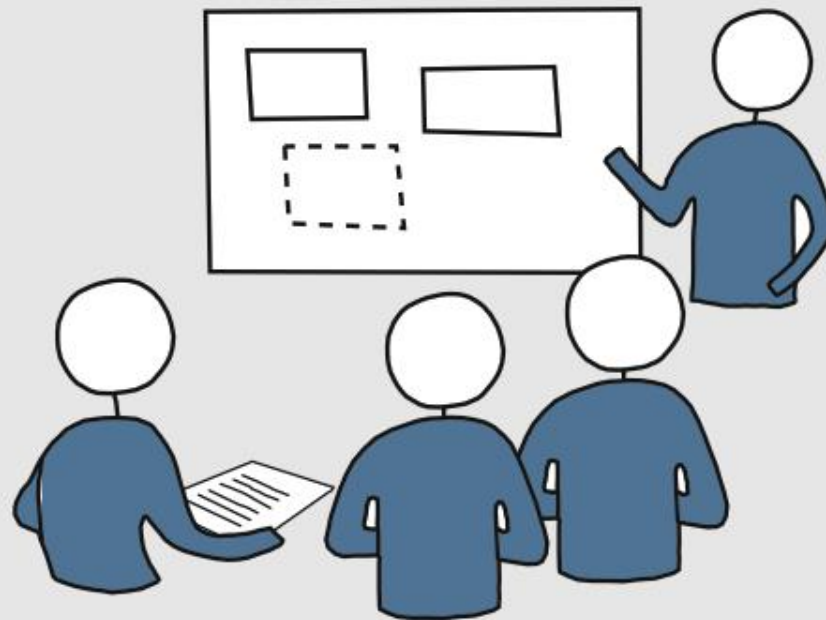
Conference-room simulation is faster and more effective than classroom training.



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

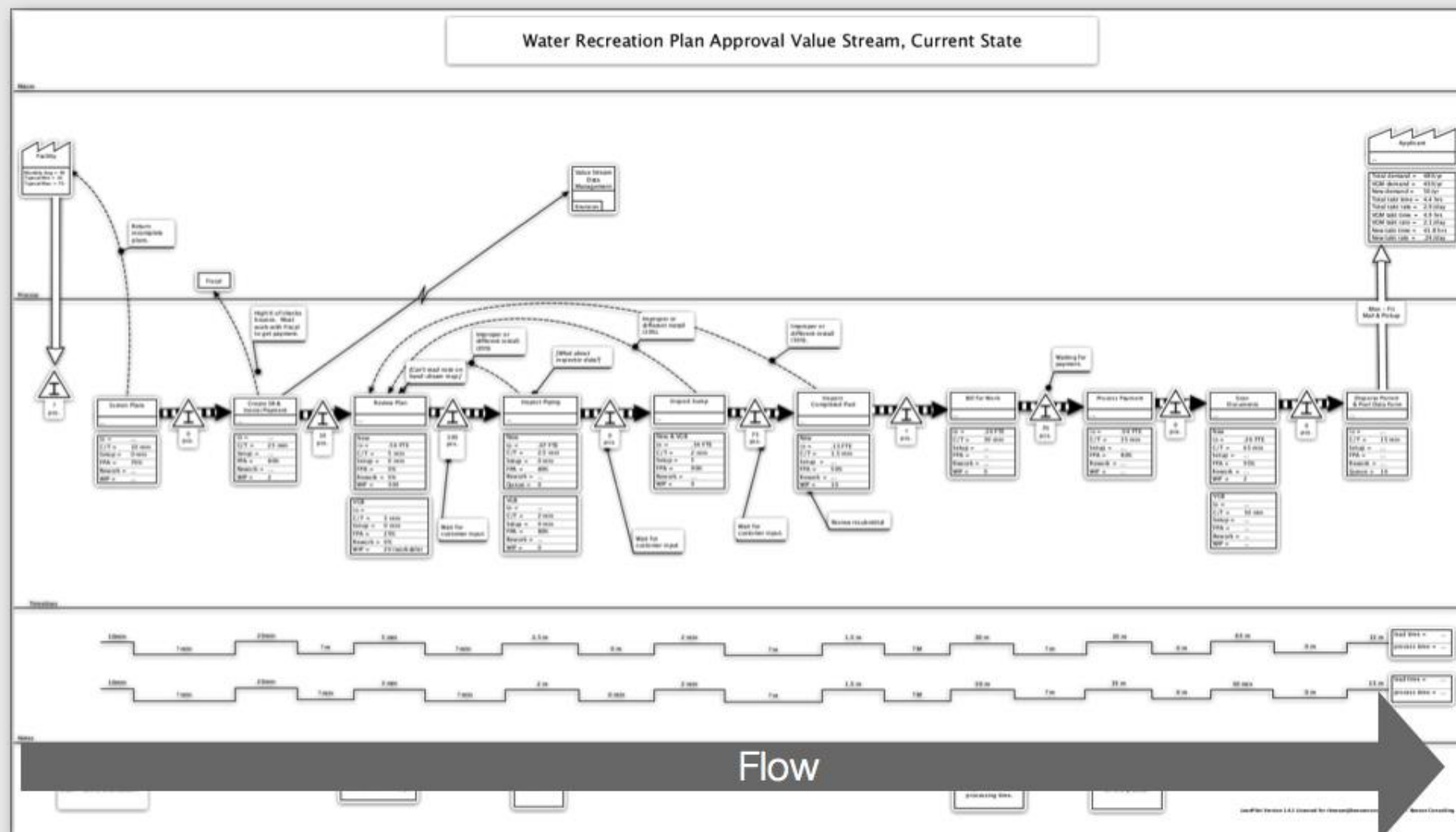
Apply the ideas from the simulation to
you own business processes.



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!

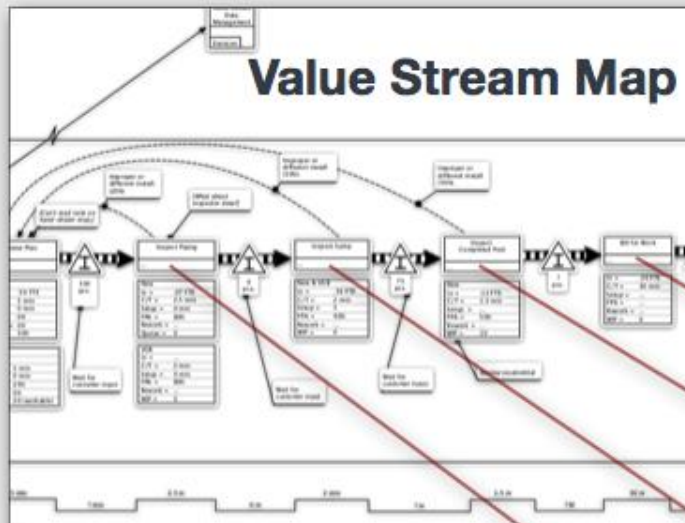




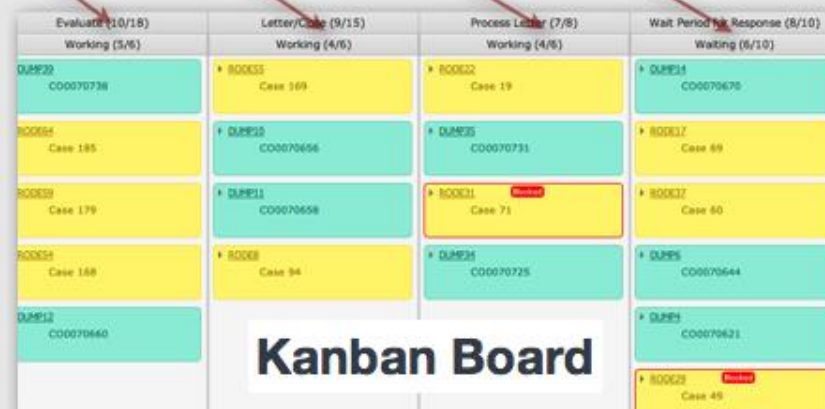
3. Build a virtual flow & set queue limits.

To Do	WIP (2)	Done
     	 	   

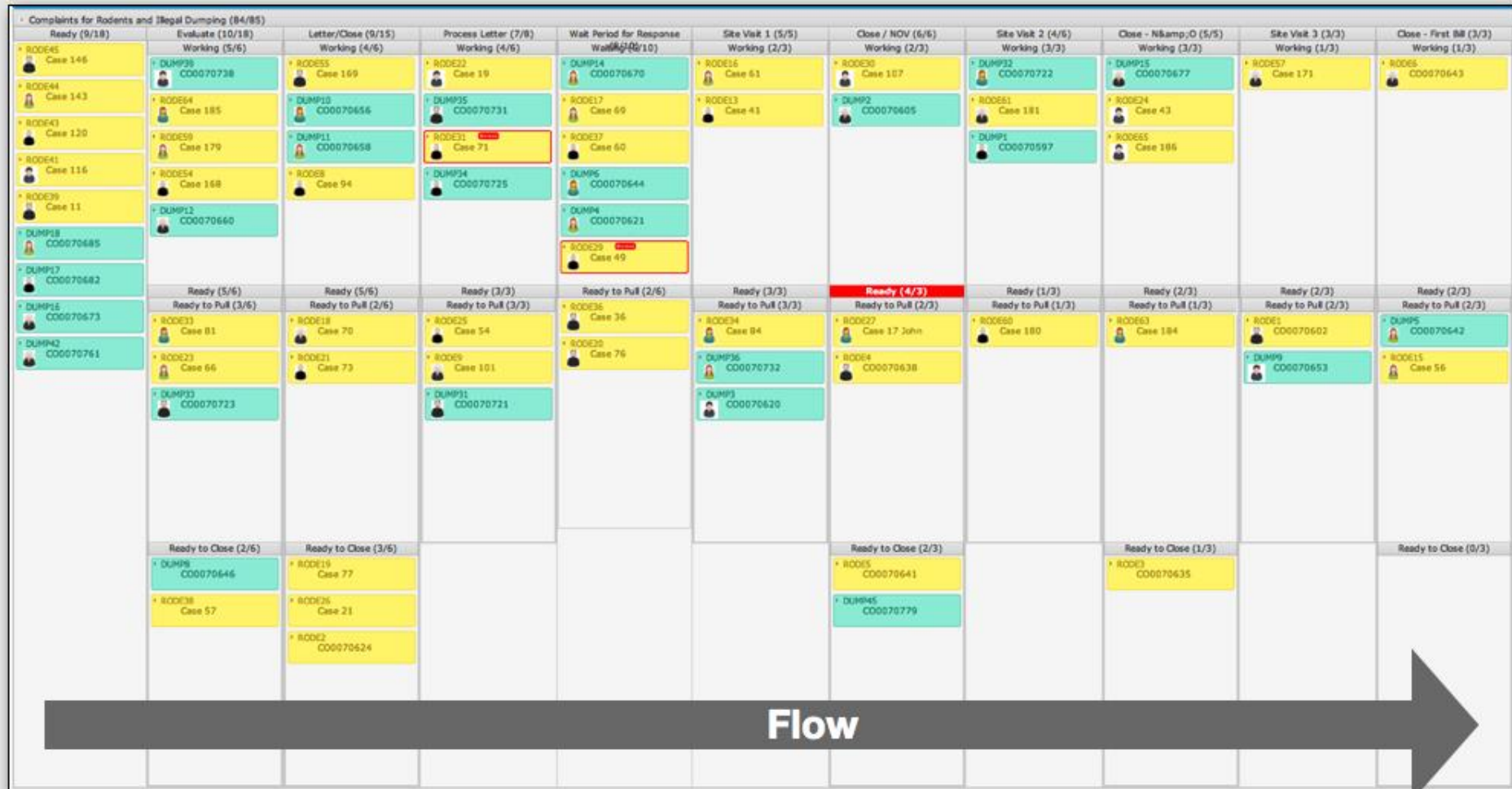
Visualize actual flow with a kanban board.



Use the map to make the board.



Visualize the flow with a virtual kanban board.



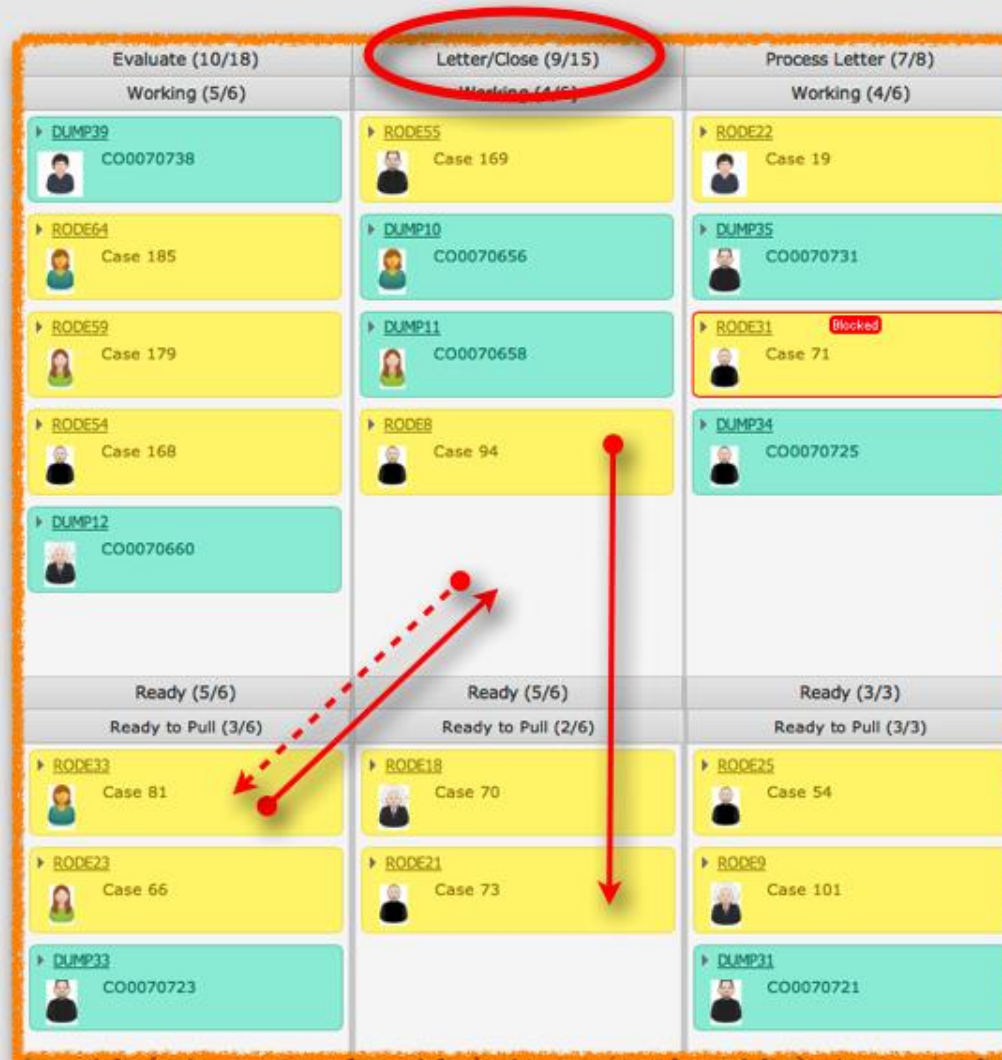
Flow First =
Minimum Viable
Flow (MVF)



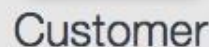
4. Implement pull & manage the flow.



Use pull to manage flow.



Backlog



FLOW

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

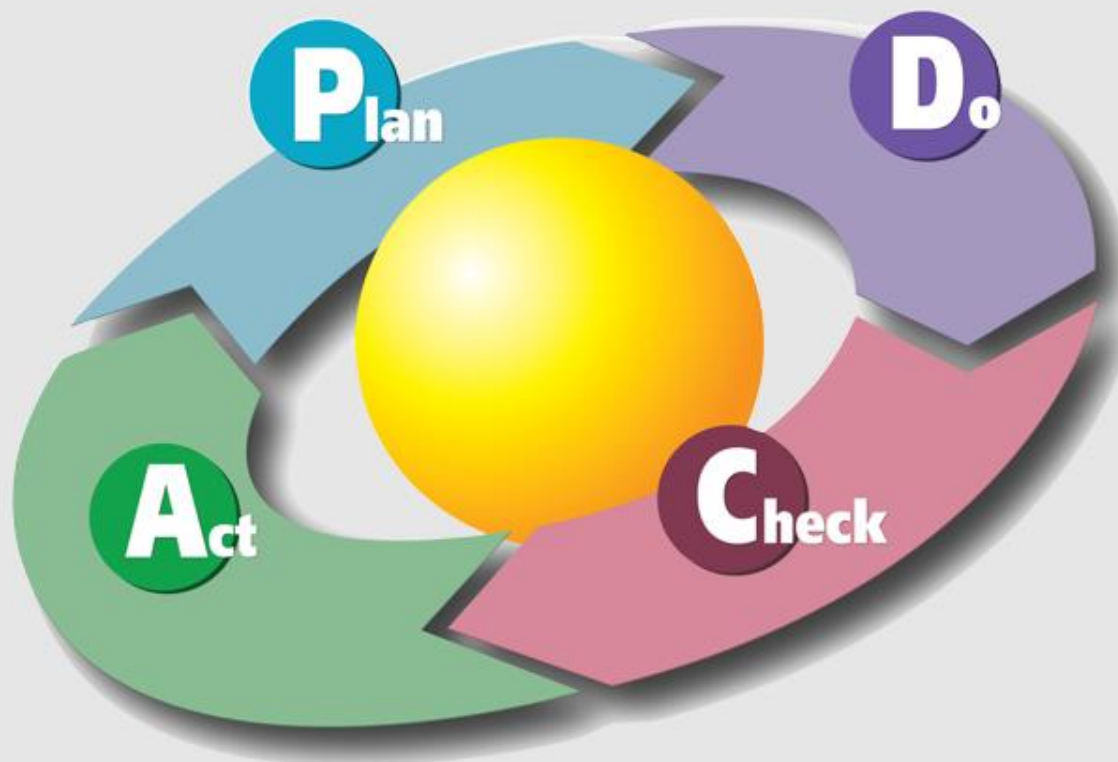
Track metrics



5. Eliminate the waste & streamline the flow.

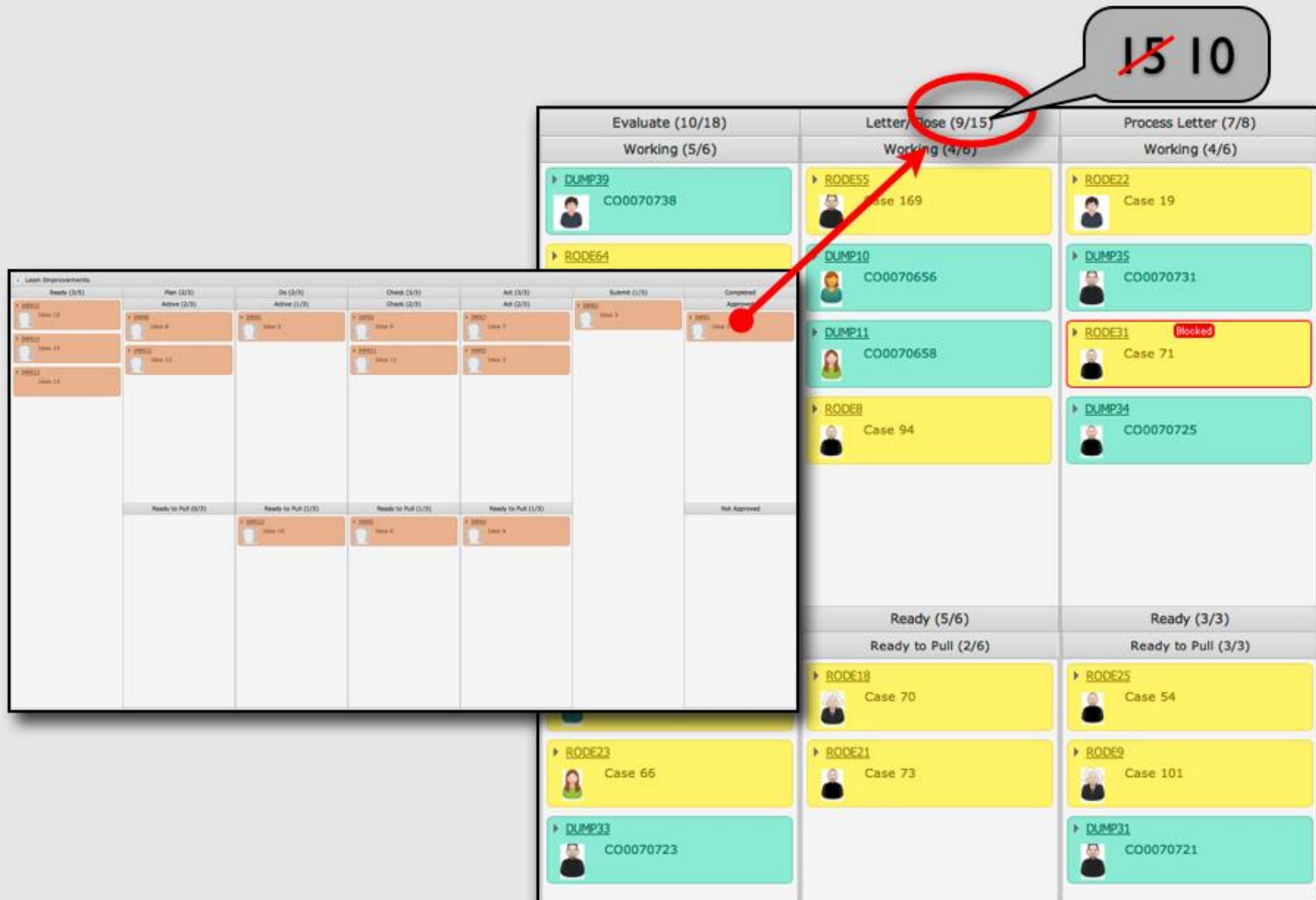


PDCA Improvement Cycle

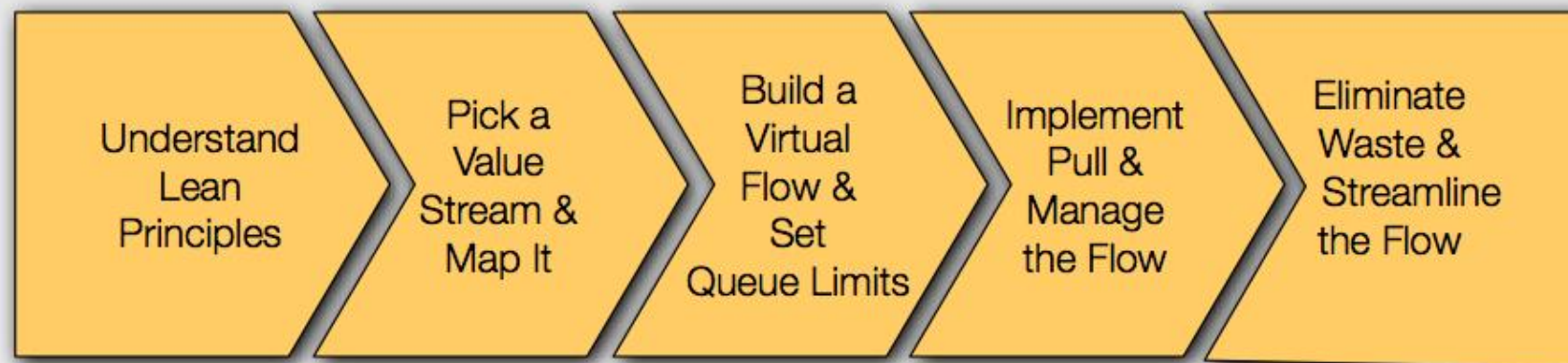


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Streamline the Flow



How would these five 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.



LeanNow

Flow First

Virtual Kanban Boards

Using Flow to Target Waste

Removing Waste to Tighten Flow

Tightening Flow for Awesome Outcomes

- Please ask a question using the Q&A Box on the bottom right of your screens.
- Host will ask questions in the sequence in which question is received.
- Thank you for your help and cooperation!!

Thank You!



Randall Benson

Swift-Kanban

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