## Get LEAN! \#MoreValueLessResources

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## Learning Objectives

OIdentify the value your customers are looking for and map the steps required to provide it.
OExplain the importance of the planning, innovation and sustaining the innovation phases of LEAN.
oldentify and define the 8 wastes.

## LEAN...

oWhat is it?
○How do we identify opportunities?
oHow do we initiate action?
oGetting results...

## Why would we use LEAN?

oComplex environment
-Multiple stakeholders
-Varying and complex demands

# WECANNOTSOLVEOURPROBLEMS 

 WITH THE SAMETHINKING WE USEDWHEN WE CREATED THEM- Albert Einstein


## We need an organization that...

OIs more flexible and agile
OHas a strategy and plan for doing "more with less" without impacting quality and effectiveness
oEncourages all employees to be involved and engaged


## LEAN...

oFocuses on improvements that deliver customer value with little or no waste
oCreates more value for the customer
OIs driven by our colleagues; NOT top down
OIdentifies waste
oEliminates waste

## What does LEAN help us do?

o Do "more with less"

- Meet and exceed customer expectations
o Create flexibility/agility in order to respond to the diverse needs of the customers/stakeholders
- Help employees create success in their departments
$\bigcirc$ Increase customer-focused innovation
- Reduce costs for services without impacting quality
- Reduce the time it takes to deliver value to customers
o Increase transparency internally and externally
- Improve employee morale

Lean thinking is Lean because it provides a way to do more with less - less human effort, less equipment, less time, less space - while coming closer to providing exactly what the customer
wants.
-Dr. James P. Womack, Lean Enterprise Institute


## Types of Innovations



# Meals Per Hour 

https://www.youtube.com/watch?v=EedMmMedj3M

## The 8 Wastes

1. Defect
2. Overproduction
3. Waiting
4. Non-utilized/underutilized human talent and things
5. Transportation
6. Inventory
7. Motion
8. Excessive Processing

## Identifying Improvements Let's Brainstorm...

## The A3 Form

1 Why Change is Needed

## 2 Current State

3 Future State

4 Gap Analysis / Assumptions
0
0
0
0
0
0
0
(5) Brainstorming
(6) Experiments



| Title |  |
| :--- | :--- |
| Team Members |  |
| Event Date |  |
| Author/Facilitator |  |




## Value Stream Mapping



## Other Tools...

1. GEMBA Walk
2. Spaghetti Diagram
3. Communication Circle
4. Fishbone Diagram
5. Visual Management Reference Guide
6. 5 Why's
7. Checklist Reference Guide
8. 6-S Reference Guide
9. Mistake-proofing Reference Guide

## To implement LEAN you need to be a LEAN Leader

What are the Behaviors of a LEAN Leader?

# Success Stories from the Recreation Division in Gainesville 



| Title | POP Warner Registration Session \#1 |
| :--- | :--- |
| Team Members | Beverly, Constance, Kristy, <br> Mary, Diane, Michelle, Jeffrey, <br> Ben |
| Event Date | 03-2-16 |
| Author/Facilitator | Shannon Keleher \& Alisa Tolbert |


| Executive Sponsor(s) |  |
| :---: | :--- |
| SESSION | Completed box 5 \& 7 |
| ACCOMPLISHMENTS |  |
| Version Date | $2^{\text {nd }}$ session version 2 of A-3 |



Registrations - LEAN-Session\#1 3/1/16 por so
4,



| Title | Discovery \& Content Phase |
| :--- | :--- |
| Team Members | Kim Harris, Jen Gelfand, <br> Ludovica Weaver, Kat Forbes <br> (absent) |
| Event Date | 08/9/16 Session 4 |
| Author/Facilitator | Shannon Keleher \& Alisa Tolbert |


| Executive Sponsor(s) |  |
| :--- | :--- |
| Process Owner |  |
| Version Date | $08 / 9 / 16$ Session 4 |




4 Gap Analysis
bugulity. Communication
(1)

- requester not sure/aware of peaces needed con type
- no firm deadlines for content needed for Project no request 2 for timeertens:
(3) Unclear Roles
(4) Lack of accurate information
- Staff reeds to be Educated
on time frames tamount of different of work prices
(5) Brain Storming If we
(1)
add Marketing $/$ list to program planning form
add marketing to evaluation form
(2) Consequences for missing deadlines
(3) Define Roles and Responsibilies and ID Owners of each Role On program planning form
(4) require proofing in $D+C$ phase
(5) Add time lines of different pisces to Program planning form
$\qquad$ Deadlines will be Met hereford $D+C$ phase will be short


Streamline process project goes to production/riDesignquickere there fore share time + MONEY
$\Longrightarrow$ more accurate info $\left.\right|^{\text {st }}$ time therefore Streamline entire project = SAVE tina and money
$\qquad$
(5) Staff knows how long for Each price + time frame for next stepin promotion


| Title | Pool Reservation Process |
| :--- | :--- |
| Team Members | Jeff Moffitt; Michelle <br> Weydert; Zachary Frando |
| Event Dates | $2 / 22 / 16 ; 3 / 23 / 16 ; 4 / 19 / 16 ; 6 / 13 / 16$ |
| Author/Facilitator | Michelle Park and Scott Wright |


| Executive Sponsor(s) |  |
| :--- | :--- |
| Process Owner |  |
| Version Date |  |



Pool Reservation


## Birthday Party



## Now It's Your Turn...

Let's Try One Together

## Questions?

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