Methods and Concepts for Lean-Powered Improvement

DAILY LEAN

"Just do it"	Easy improvements found in daily work, walk-throughs, events, etc.
Huddles	Quick team sessions to check work status, make decisions, problem solve
Kanban Boards	Visual tool to communicate and optimize the flow of work
Scorecards and Scoreboards	Prominent visuals showing process performance and other key measures

STRUCTURED METHODS

Process Mapping	A drawing of the workflow showing all steps in a process
Process Walk (Gemba Walk)	Walk-through to spot waste and find quick improvement opportunities
A3 Problem Solving	Structured tool and process for problem-solving and communication
5S	Method for organizing a work area to make it more efficient and orderly
Standard Work	Documented approach (templates, maps, job aids) to ensure consistency
Six Sigma	Statistics-based approach for eliminating defects and variation

IMPROVEMENT EVENTS

Kaizen Event	Structured approach to overhaul a process and plan rollout; 4-5 days
Multi-Session PI Event	Kaizen event approach but in 2-3 sessions, each lasting 1-3 days
Small-Scope PI Event	Focuses on a subset process, with rapid rollout; half day to 3 days
Value Stream Mapping (VSM)	High-level look at processes/systems to find improvement opportunities
Lean Process Design	Uses Lean concepts to create new processes

KEY UNDERLYING CONCEPTS

Voice of the Customer	Be clear on what creates value from the customer's perspective
Making the Invisible Visible	Identify and see all the steps that make up the process
Flow	Ensure that those value-creating steps flow smoothly to the customer
Pull	Make only what is wanted (pulled) by the customer
Waste, Value-Add	Continuously improve by continually looking for and removing waste
Poka-Yoke (Mistake-Proofing)	Strive to prevent problems instead of living with them or fixing them
Standardization	"Variation is evil" – so establish "the best way we know how right now"
Meaningful Measures	Keep your eyes on key measures that reflect performance
Root-Cause Analysis	Dig deep to find and address the root causes of problems

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