

LEAN Leadership

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My Goals for Today

- To provide insight into the human behavior aspects of change
- To share some “HOW’s” so you can lead sustainable change

LEAN LEADERSHIP- What can it do for your business?

**Higher level
of
performance**

**Idea
generation
from new
sources**

**More
engagement
and
ownership**

LEAN Leadership invites
employees that are closest to the
process to think, contribute, and
take responsibility for performance

Process



People

LEAN requires leaders to coach

“What” - “Why” - “So What?”

Issue (what)

Impact (why)



LEAN requires leaders to coach

“What” - “Why” - “So What?”

Issue (what)

Impact (why)



L.I.S.T.E.N.

Brainstorm together

Create action plan

Seek commitment/agreement

What is LEAN Leadership

The ability of a leader to value small changes /ideas in actions/ behavior/symbols that are not typically tackled that can make a big impact in overall performance

For example:

- Material handling route work flow
- Information exchanged between groups, shifts, and departments
- Response to an component issue
- Management locations
- Signage throughout the facility, department, group

The “Known” Change Process



The “Real” Change Process

Unfreeze
through
purposeful
actions,
behaviors
and words



Change
through
discussions,
goal-setting,
and clear
expectations



Refreeze
desired
actions,
behaviors,
and words
(symbols)

Change Leadership

Change:



Transition:

- Situational, external
- Can be positive or negative – new job, territory, product or process; marriage, new baby, divorce

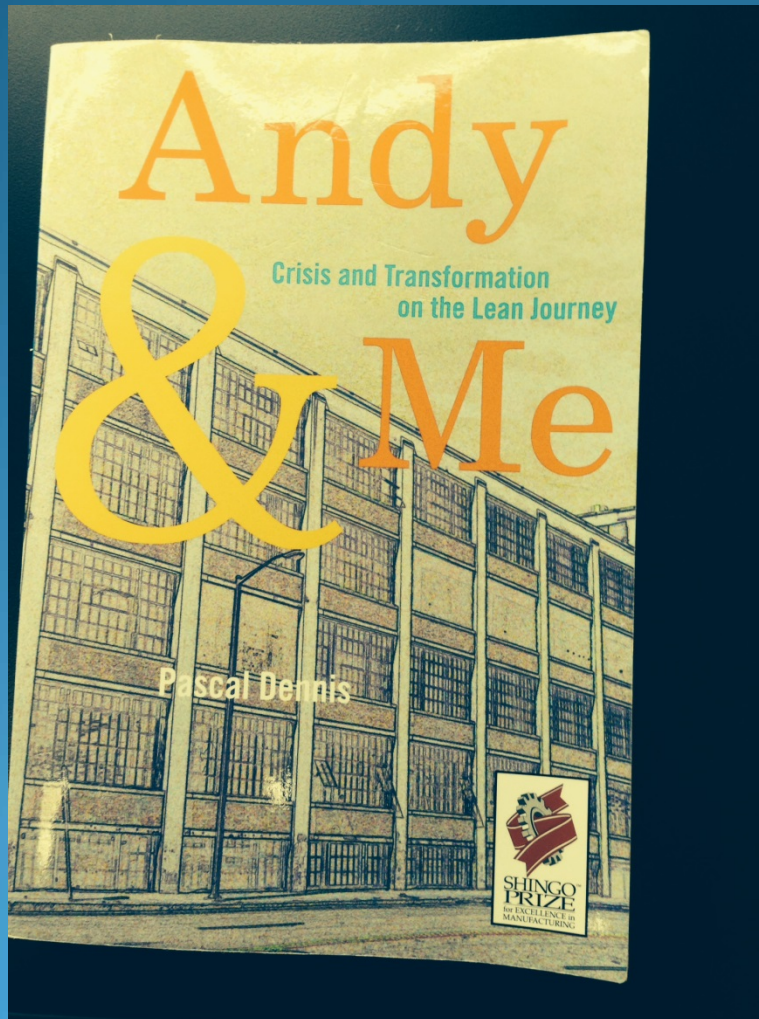
- Psychological process; internal
- Requires letting go of the old reality & identity

The Change Process



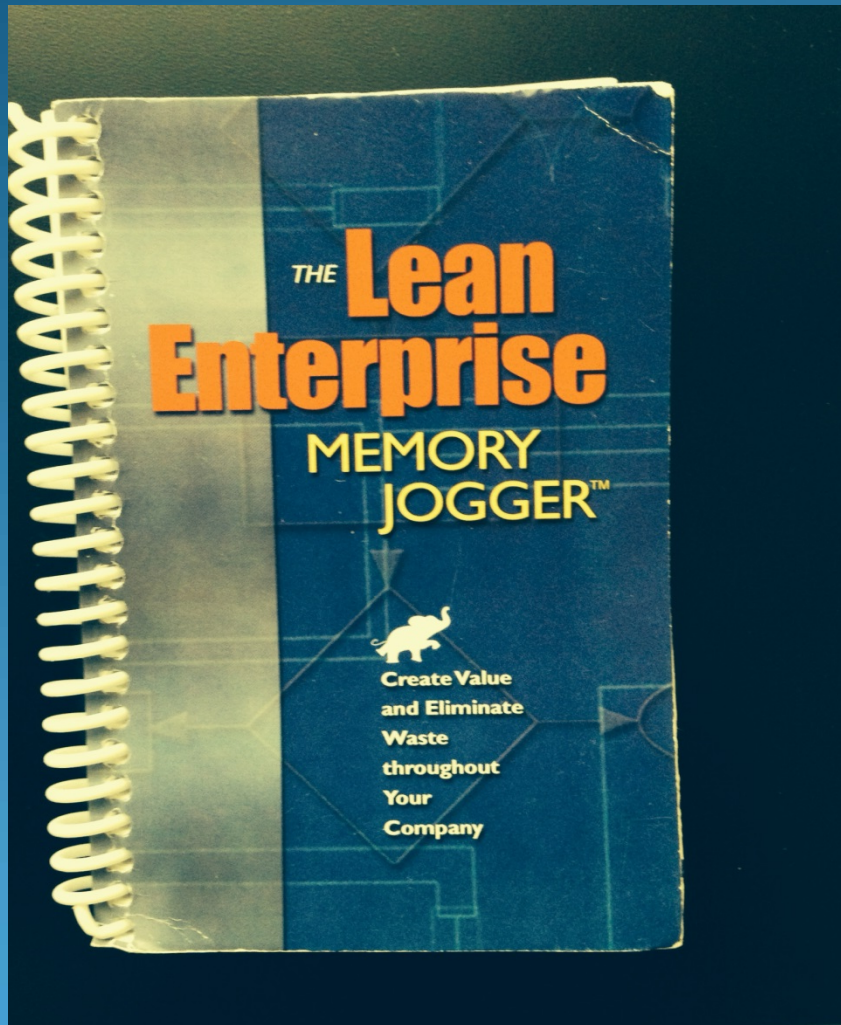
WIIFM?

To start- LEAN Story



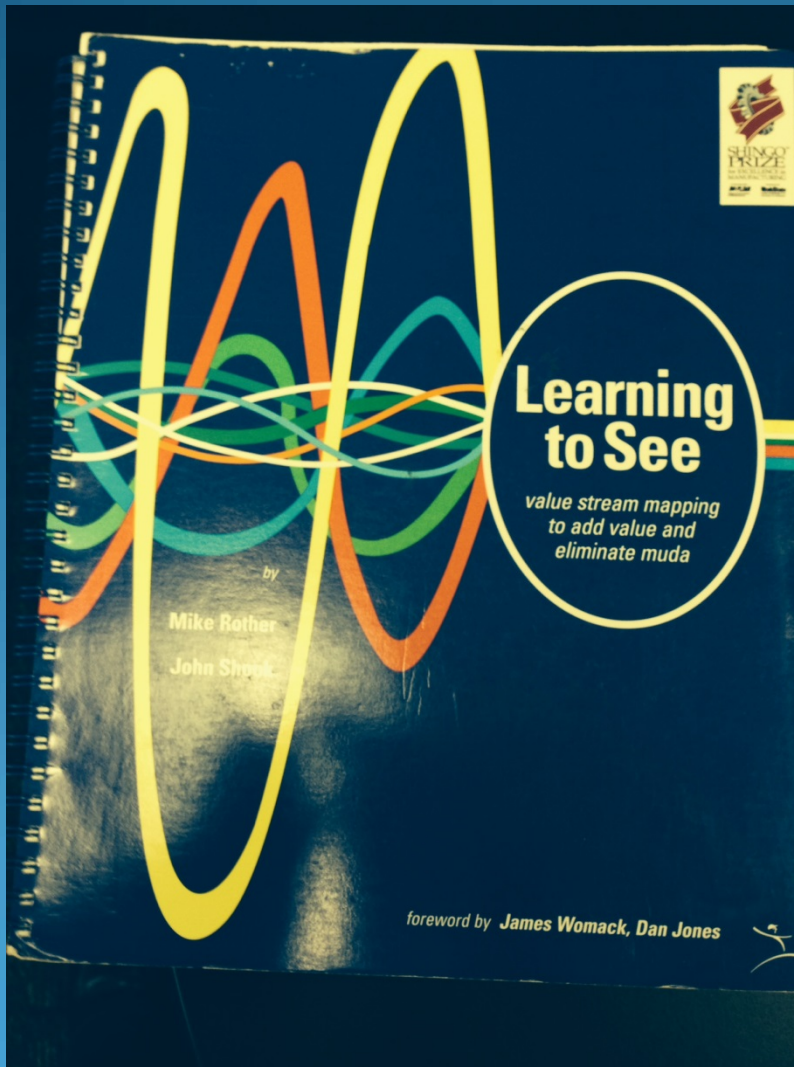
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“The How” LEAN Resources



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LEAN Resources- Mapping



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LEAN performance requires a people and process focus

- Improve quality- true customer expectations
- Eliminate waste- waiting & motion
- Reduce lead time- value stream mapping
- Reduce total costs-engage everyone

How does human behavior play
into performance?

“People own what they’re a part
of....”

Good luck with your LEAN
journey