

Hi, just a reminder that you're receiving this email because you have expressed an interest in ILS. Don't forget to add david.veech@theleanway.com to your address book so we'll be sure to land in your inbox!

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Newsletter

Better Outcomes
April - May 2013

Dear David,

We had a great response from our last note, thanks to you. I hope you find this one even more useful. I thought I would work up a little guide to help you get better results from your folks or from yourself! If you find it helpful, please forward this to a bunch of your colleagues. If not, please reply to me and let me know what we can do to serve your needs better.

We know with summer comes some changes: demand fluctuations, attendance issues, special promotions, etc. We'd like to help you weather some of these a little easier by offering a free walk-through assessment.

Give us a call and schedule a site visit. At the end of the site visit, we'll leave you with a list of things we think you can do on your own to improve.

Have a great spring and call if we can help!

David

David Veech, Executive Director
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5 Ways to get Better Outcomes

Everybody wants to get better at things. We might want to lose a little weight; or run a little faster. We might want to be able to treat 2 more patients a day, or sell another boat. Whatever it is, we have to overcome our current busyness (that's right busy-ness) to be able to think clearly about what we want and how to get it. Here are five ideas to help you do that.

1. Focus. We've got a couple of dozen key performance indicators we're tracking daily, weekly, and monthly. What's the ONE that correlates most closely to your rating of success? Focus on activities that will improve that single KPI for a month and see what results.

**Realize REAL savings
by solving REAL
problems using the
C4 Process**



C4 is an evolution of PDCA designed to be easier to teach to the entire workforce.

We're offering on-site Problem Solving Train the Trainer sessions for clients with as few as 4 and as many as 16 people per session for only \$2,500 per day. These activities are flexible (1/2 day to 4.5 days) and we **guarantee** that the savings from implementing solutions will return at least twice the cost of the workshop. We'll even defer invoicing for the workshop so you can use the savings to pay the bill! But the real benefit is gaining employee trust and brain-power, making them much more valuable to your organization.

[Contact me to schedule a session!](#)

2. Get someone else to look at your stuff. We all get used to seeing our "stuff" everyday. We've figured out how to make our system or process work and it gets harder and harder to see ways to improve it. Make a deal with a friend in another part of the business to trade critical looks at your key process. If you're in the Emergency Department, get a friend from a clinic to poke around for a few hours and ask all the "Why are you doing 'that'?" questions. Then you go visit them and do the same. To really make this work, though, don't just answer their questions and justify what you're doing. If they're asking, chances are you could be doing something pretty dumb and not even know it.

3. Ask your team members for help. As we get busier and busier, we tend to forget that the folks doing all that hands-on work usually know more about what's going on than we do. Take some time to visit each team and ask them for help in identifying cheap ways to improve (and include cheap ways to get people to come to work when they don't feel like coming to work!)

4. Stand up. We do an awful lot of work sitting down. Have you noticed that in the middle of the afternoon how much more bed-like that chair feels? No matter what you're doing, everyday, when you feel that Zzz Monster sneaking up, get on your feet. Go visit your team members (see #4!) or go walk through your work process step by step and see if you can find problems or have any ideas to improve the way work flows for you and your folks. Make sure you're looking at ways to encourage others to work while standing up. We're more responsive to problems when we're on our feet. We can help others more quickly when we don't have to climb out of a chair. We'll eventually get a little more physically fit by standing instead of sitting. And it's way easier to ward off the Zzz Monster.

5. Be still. Take time every day to simply stop what you're doing and think. Reflect on things you've read or discussed recently. Go out to your work place and find a spot to just watch what's going on. Take a few notes to reflect on later. Clear your head, take a breath, then get back to work. You'll see how this activity generates new ideas and solutions to problems.

These are just five quick things I threw out for you to try. Tell me what kinds of things help you get better outcomes and I'll share them in a future note. Thanks! - David

LeanSystemsDesigner v.0.12

We've been in the basement cooking up software to help in the analysis of work systems and the development of more effective standardized work.

You'll be able to load a video of a work process and analyze it second by second to get a better job breakdown and understanding of the specific work steps in a work station. Then it will help you identify areas of waste and develop a future state that you'll be able to simulate and troubleshoot before moving any people or equipment.

We're looking for a few beta testers. If you'd like access to the software to try it out and provide us some detailed feedback, send me a note (david.veech@theleanway.com) and I'll get you fixed up. -D

Demand-Driven Supply Chains: Using Lean Principles to Drive Innovation

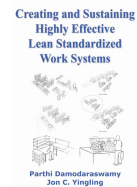
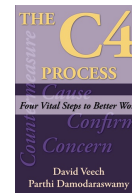


Join us on-campus at Penn State June 3-7 for the next lean supply chain course we're teaching. We've renamed the course to focus on the demand-driven side and the innovation required to make your supply chain a strategic competitive weapon. There are still several seats left.

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See below for a special coupon offer!

Click [here](#) for more information and to register. See you there! (if you can't make June, we'll do it again from Oct 28 - Nov 1!)

Thank you for letting us share this with you. We look forward to hearing from you!

Sincerely,

David Veech
Institute for Lean Systems

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