



Breakout Sessions for the 2013 Conference:

August 8, 2013 speakers:

1. Kevin Von Grabe

Program Title and Synopsis:

The Lean Supply Chain - How to implement lean in your logistics and supply chain functions connecting lean and waste reduction to supply chain management functions achieves improved inventory visibility, logistics control, and optimal supply chain performance. Participants in this session will understand how to apply pull systems, leveled flow, and waste reduction strategies to your supply chain. Participants will take away tactics and tools to implement your Lean Supply Chain and reduce the Total Cost of Fulfillment.

Targeted Audience - Experienced and Expert Practitioners (2 + years)

- Managers and executives who are ready to go outside the four walls of their plant and connect the plant to the supply base using lean principles.
- Logistics managers, supply chain managers, material managers, lean implementation leaders, all senior management.
- Lean Manufacturers and suppliers to lean manufacturers.

Program Learner/Participant Objectives:

- Make consumption visible throughout the fulfillment stream in order to move at the pace of customer demand.
- Reduce lead time to enable “pull” and reduce inventory.
- Create level flow to reduce variation and enable visibility.
- Use pull systems to reduce complexity and overproduction.
- Increase velocity to drive flexibility to meet customer demand.
- Collaborate and use process discipline to solve problems.
- Appreciate “systems thinking” and focus on Total Cost of Fulfillment

2. John Miller

Program Title and Synopsis:



Title: Tools, Techniques, Trials, and Triumph: A Lean Project Summary from Healthcare Administration

This presentation offers a first line accounting of how basic tools of Lean were used to accelerate physician access and immediately improve cash flow. The team was able to significantly reduce cycle time of a highly regulated, lengthy, and expensive administrative process changing it into a simpler, faster, more reliable, and near transparent process that improved physician satisfaction and management accountability.

This project maps, analyzes and improves a moderately complex and regulated administrative process from healthcare so the techniques are universal, but were applied to healthcare administration. The same techniques can be used in any industry. Techniques are presented for all audiences. The novice will see basic statistics (mean and std dev) to describe cycle time, pareto analysis, process constraint identification, and standard techniques of reducing cycle time. Before and after data is compared demonstrating value added results.

See firsthand and discuss challenges related to solving common process problems in large organizations. Demonstration of various lean tools to improve cash flow.

3. Donna McDowell

Program Title and Synopsis:

Lean Lessons Learned at Livonia Public Schools: People-Centered Transformation.

Two years ago, the Livonia Public Schools Superintendent charted a path toward higher performance and efficiency putting lean principles and methods at the core. To date, LPS results have been strong and encouraging, and this presentation will explore some of those details. But their real story is less about tools and methods, and more about leadership, culture, and change.

The ways that Livonia Public Schools administrators have embraced lean principles and approached cultural transformation provide lessons for any organization, public or private, that aims to use lean to transform people and processes and improve performance. In this presentation, attendees will learn about the people-centered approach to lean used by Livonia Public Schools – methods and lessons that can apply to any organization's lean transformation.



Targeted Audience:

Is this program industry specific or will it be of general interest and/or application?

This presentation is most aligned with the public sector, however, everyone will gain valuable insights on leadership, culture and change management.

Are the principles, tools, techniques applicable to the novice practitioner (less than 1-yr experience) experienced practitioner (1 - 3-yrs experience) expert practitioner (3-yrs plus), other - please specify.

This presentation is most applicable to novice or experienced practitioners (0 to 3 years)

Program Learner/Participant Objectives (as applicable to topic and targeted audience):

Attendees will learn:

- How Livonia Public Schools engaged people in lean deployment through the power of “respect for people,” encouraging ownership and generating excitement.
- Which key components of district leadership were crucial in the early stages of lean deployment.
- How the school district’s culture propelled the success of lean principles in a union-dominated public sector organization.

4. Mark Doman and Krista Huber

Program Title and Synopsis:

Lean Education 2.0: A Partnership between Oakland University and the Business Community

Synopsis: This presentation will focus the Pawley Lean Institute's model for teaching Lean. It will focus on helping participants understand the Learn-Do Pedagogy used in OU Lean Courses and the importance of partnering university students with community organizations in working on real-world lean projects. The presentation will argue that this model of partnering students with community organizations is a model that can be successfully used by all Universities and Community Colleges that want to teach and do Lean.

Targeted Audience: This presentation is targeted at Faculty, Staff, Students, and Partners of Michigan Universities and Community Colleges. Anybody, whether



experienced in lean or not will be able understand and appreciate this presentation

Program Learner/Participant Objectives

The objectives for the participants will be to understand how Universities can create a model that leverages resources from their community organizations in order to teach students Lean in real-world settings. Participants will learn the benefits of such partnerships for both students and community organizations. Participants will hopefully consider this model for use in their University (or other) setting."

5. Linda Foley

Storyboards: Visual Aids for Imaginative Communication

In this session, Linda will show the value in using visual storyboards for project documentation and communication. Storyboards are an extremely effective method for communicating project status and strategy, easily highlighting where you've been, where you're going and how you plan to get there. Participants can expect to learn:

- The value of visual aids for communication.
- Practical application of storyboards.
- How to build a project storyboard.

Targeted Audience:

All levels can benefit, however, most appropriate for experienced & expert practitioners (1 to 3+years). For anyone who has to communicate project status and/or strategy.

Program Learner/Participant Objectives:

Participants can expect to learn:

- The value of visual aids for communication.
- Practical application of storyboards.
- How to build a project storyboard.



This is a hands-on learning, a few minutes of lecture but mostly an active learning session... Participants will build a storyboard from some simple case studies.

6. Bruce Main

Program Title and Synopsis:

...with a side of lean - Lean concepts apply universally but sometimes meet with resistance for different reasons. Lean principles can be applied formally but also informally especially outside of formal lean initiatives. Productivity improvements, reduced waste and better operations can be significant added bonuses to projects undertaken for other purposes. This presentation highlights numerous real world case studies that were focused primarily on risk assessments for safety and where lean principles greatly enhanced the results, or where their omission left major problems to be dealt with. Both positive and negative examples are included. The discussion will address silo thinking and how to informally apply lean methods for projects where resistance may reside."

Targeted Audience:

Is this program industry specific or will it be of general interest and/or application?

Are the principles, tools, techniques applicable to the novice practitioner (less than 1-yr experience) experienced practitioner (1 - 3-yrs experience) expert practitioner (3-yrs plus), other - please specify.

Novice or Experienced practitioner (1-3 years): Case studies are primarily from manufacturing but some services as well

Program Learner/Participant Objectives (as applicable to topic and targeted audience): See and discuss real world applications of lean principles applied informally and outside of a specific lean initiative. Discuss methods to introduce lean thinking where resistance may reside.

August 9, 2013

1. Brian Vander Weele

Improving Cath Lab Processes using the Value Stream Analysis Approach



Using Value Stream Analysis as the framework for identifying improvement opportunities in the Cath Lab along with utilizing many of the Lean tools, Spectrum Health has been able to improve patient care and reduce costs over the past year. This report will highlight the use of VSA and RIE workshops, implementation of Standard Work, MDI (Managing for Daily Improvement) boards, A3 thinking and Kamishibai auditing to sustain the improvements over time. Cath Lab improvements have included: increasing first case start times, reducing scrap costs and supply inventories, improving patient flow, reducing documentation errors and rework, and eliminating redundancies between hospital and provider offices in scheduling patients for cath lab procedures.

Targeted Audience:

The presentation is geared towards healthcare, but the principles and application of the tools can be applied to other service industries. This innovative and informative session is primarily geared toward the experienced practitioner.

Program Learner/Participant Objectives:

- Understand how a structured approach can create a culture of problem solving and process improvement throughout your organization.
- See how waste identification and elimination can be applied within healthcare to improve patient care and reduce costs.
- Understand how to leverage front-line staff for daily improvements.
- Learn how to sustain improvements using Standard Work and Kamishibai auditing.

2. Theresa Coleman-Kaiser

Program Title and Synopsis:

Demystifying Leadership Standardized Work. The program will provide the participant with an overview of the definition, concept, and value of standardized work. The remainder of the session will take participants through individual and team exercises designed to help them identify the strategic priority items that must comprise their own standardized work in their role as a workplace leader, and will focus on leadership in a knowledge work setting. Examples and templates to guide the application of leadership standardized work will be offered and role playing will be used as a method for



communicating concepts. Participants will leave with an outline that they can begin experimentation with in their own workplace.

Targeted Audience:

This informative and interactive program focuses on applying standard work in a leadership and knowledge work setting. It will serve as an introduction to key principles, tools, and techniques for the novice and a means of skill and knowledge revitalization for the more experienced practitioner.

3. NMC Lean Manufacturing Champion Program

NMC Lean Manufacturing Champion Graduation

Join Darrell Rogers of NMC Training Services with six of the current graduating Lean Manufacturing Champions. They will each be presenting their final course projects. Their program of study has been over the past six months. Come celebrate their successes and hear about their individual Lean journey.

Skilled Manufacturing Ken Miller

Skilled Manufacturing Shawn Regal

Cherry Republic Roni Hazelton

Anchor Danly Jackie Antaya

CPM Century Extrusion Jeremy Sparks

CPM Century Extrusion Steven McGuire

4. Bill Krieger

Program Title and Synopsis: Breakout Session

Go With Your Gut or Show Me the Data

The traditional problem solving technique of simply bringing together Subject Matter Experts (SME) and brainstorming may cause more issues than it resolves. Using a DMAIC project case study participants will learn why using only ideas and gut feeling may lend itself to perpetuating common myths regarding the problem you are attempting to solve and how the use of data and statistical analysis is used to determine critical Xs and how random sampling can then be used to help predict outcome from



implementing changes as well as support root cause problem solving in any area of your business.

Targeted Audience:

Is this program industry specific or will it be of general interest and/or application?

Are the principles, tools, techniques applicable to the novice practitioner (less than 1-yr experience) experienced practitioner (1 - 3-yrs experience) expert practitioner (3-yrs plus), other - please specify.

This program will be of general interest and especially useful for the novice practitioners with basic lean understanding as well as experienced practitioners as a great reminder to follow the process and not be in a hurry to come up with a quick solution."

Program Learner/Participant Objectives (as applicable to topic and targeted audience):
Using a case study from a recent DMAIC project I will demonstrate that, in some cases, the use of SMEs and "gut feeling" can serve to perpetuate common myths within a process. Through the use of data, the application of statistical analysis, and random sampling we separate the myths from the realities and solve problems in any area of our business.

5. Ron Crabtree

Program Title and Synopsis:

Lean Methods in Government Operations - Lessons Learned in the Trenches; Practical Tips to Successful Implementation

Talking about successfully implementing "Lean" techniques in government operations and actually doing it are two different things. Learn in this session about the specific aspects of implementing "Lean" in government operations gleaned from years of hands-on experience that are unique and challenging in the context of government operations. Learn techniques insiders and outsiders alike can leverage to drive success.

Targeted Audience:

Is this program industry specific or will it be of general interest and/or application?



General Interest to professionals interested in Lean / OpEx being applied successfully in the government sector.

Are the principles, tools, techniques applicable to the novice practitioner (less than 1-yr experience) experienced practitioner (1 - 3-yrs experience) expert practitioner (3-yrs plus), other - please specify.

Content is most appropriate for novice & experienced practitioners (1-3 years), however everyone will get very useful insights.

Who should attend:

Government Executives, Directors, Managers and other professionals working in government interested in adopting 'continuous process improvement' more effectively. Non-government professionals who want to understand the dynamics of process improvement in government operations and what they can do to support wider adoption of best practices in government operations.

Program Learner/Participant Objectives (as applicable to topic and targeted audience)

About the presentation:

You'll learn important traits for applying "Lean" in government operations that are not readily apparent to non-government employees, gleaned from successful completion of past 'successful implementations. The presenter has more than three years of personal experience in hands-on implementation of continuous improvement best practices in multiple Michigan State Departments and over 25 years of successful OpEx implementations in the private sector. In this presentation you'll examine a successful approach to apply "Lean" concepts. Government leaders and employees will learn methods they can apply. Non-government professionals will get first-hand look at the realities, unique culture aspects, and operating environments of state department operations and what it takes for success. In this interactive session you will be engaged in a dialog and group discussions.

Summary Learning Objectives:

- Learn and contrast what is the same and different in applying Lean in government operations.
- Engage in discussion with fellow attendees about the key points and challenges in applying Lean in government operations.



- Review case studies and get insights about how to apply “Lean” successfully.
- Learn a step-by-step process to apply ‘Lean’ within government operations.
- Q&A Forum

6. Jason Woodard

"Program Title and Synopsis:

Lean – Moving From Myopic to Inclusive!

For many years, organizations have utilized lean tools to drive waste out of their core value adding processes. In organizations who are in early stages of their lean journey, this is often the right place to start, however, more mature organizations, or those with highly automated processes may be experiencing a diminishing return. This presentation will draw upon case studies to explore the extended value stream and allow quality and cost metrics to focus our CI efforts while utilizing traditional lean tools in some non-traditional ways.

Targeted Audience:

This talk would be of general interest & most valuable for those beginning their lean journey as well as practitioners who are looking for ways to expand their initial implementation beyond core processes (0 to 3 years)

Program Learner/Participant Objectives (as applicable to topic and targeted audience):

My objective would be to get the participants to begin looking at their entire process/value stream, and quantifying/measuring it, to better assess where the greatest opportunities lie, for waste reduction"

7. Mike Pircer and Jeff Johnston

"Lean ISO: Integrating Lean Techniques into your ISO System"

In this 60-90 minute program, we will be discussing case studies of methods to integrate Lean Techniques to enhance the ISO system. We will share how A3's, Waste Walks, and 5S play a key role in strengthening the ISO system and business performance.

This program will be of general interest and the likely target audience would be plant/operation/quality managers, ISO consultants, engineers. These principles are applicable to all levels of lean practitioners.



Objectives:

- Learn how to incorporate key lean tools into ISO system
- Discuss examples of how these tools have helped manufacturers improve their business systems.