



**Event:** Lean Leadership

**Speaker(s):** David Mann

**Date:** May 18, 2012

**Location:** Spectrum Health in Grand Rapids, MI



The Michigan Lean Consortium (MLC) partnered with David Mann, the author of *Creating a Lean Culture*, a Shingo Prize Operational Excellence Award Winning Book for an educational event on May 18, 2012 held at Spectrum Health.

David Mann established a lean consulting practice in 2005, after 15 years of lean experience at Steelcase Inc., developing and applying concepts of a lean management system supporting 40+ lean manufacturing value stream transformations and leading an internal team that completed over 100 successful lean administrative and commercial business process conversions. Mann is an organizational psychologist, earning his Ph.D. at the University of Michigan in 1976.

David provided a highly informative and interactive event explaining lean management systems and the importance of relentless focus on behavior. Implementing tools alone has little impact to culture change. New management practices, behaviors, and tools are the keys to sustaining and extending the gains from lean. Without these, managers focus on results ignoring processes and will continue to work around problems instead of solving them. Consistent focus on lean management behaviors and practices among senior leadership is the key to successfully sustaining change.

The key topic and interactive exercise was the senior leader gemba walk with lean management as its focus and key practice. Participants learned and practiced use of



lean management standards to structure gemba walks.

Approximately 54 participants attended the event representing organizations such as Henry Ford Health Systems, Trinity Health, Spectrum Health Systems, McLaren Flint, Genesys, Johnson Controls, Saint Mary Health Systems, DTE Energy, Masco, UAW and Michigan State University, From the event surveys participants stated that David was very knowledgeable of the subject matter, the case studies were a great learning tool, simulation of gemba walk was very useful and a great take away.

We were extremely honored to have David Mann lead this important event. MLC would also like to recognize and thank Spectrum Health hosting the event and their generous contribution of the food and beverages. In addition, we would like thank Sandra Rose, Manager System Quality and Safety from Spectrum Health for her assistance in coordinating the event.

**[See photos from the event on Facebook.](#)**

The mission of the MLC is to offer a diverse network of knowledgeable lean professionals who come together to share innovative practices. The organization aims to create a lean culture in Michigan to ensure sustainable competitive advantage, which could translate into healthier businesses that offer more job opportunities leading to economic growth in the state.

The charter members of the MLC include: Amway, Blue Cross Blue Shield of Michigan, DTE Energy, Johnson & Johnson, The Lean Learning Center, Northwestern Michigan College, the Oakland University Pawley Lean Institute and the Michigan Shingo Prize through The Right Place. For more information, visit [www.michiganlean.org](http://www.michiganlean.org).