PERFORMANCE EXCELLENCE (LEAN)

Overview

- Engages and empowers the people who do the work to develop and implement ideas for continuous process improvements
Approach

- Lean Process Improvement
  ◦ Gathered feedback from customers
  ◦ Conducted a 3-day launch to map process, identify problems, and propose solutions
  ◦ Implemented proposed solutions
  ◦ Developed metrics to measure success
  ◦ Created Vis Board for weekly “Huddles”
  ◦ Reported out to Executive Sponsors and Advisory Group at 30-60-90 days
  ◦ Continue to refine and develop solutions

Current Process
Envision the Ideal Future State

Lessons Learned

- Surprised on how many steps are needed in the process
- The number of points that need to be addressed in each step
- It was helpful to learn about our colleagues process
- The huge amount of “wait time” and the overall process time
- The number of inconsistencies in the process
- Identified the need for cross-training
- The team was creative and open minded in their approach for identifying ideas and opportunities to gain efficiencies that will impact both RMG process and our customer’s experience
Next Steps and Commitments

Team Commitments:

• Weekly “Huddles” using our Visual Board
• Measure along the way
• Continue step back (pause and look at the big picture), reflect and make any needed adjustments
• Provide an update to our sponsors, key customers and process partners