

Presented by: Fred Shamburg

# Lean Slides for DEP to USE to Educate and Motivate the Organization

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# What is Lean ?

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# Lean Is...

**The Kaizen (Lean) Philosophy of Life assumes that our way of life (be it our working life, our social life, or our home life) deserves to be constantly Improved!!!!**



# Lean Is...

***Creating & Implementing Processes Throughout the **Entire Organization** That Are Highly Responsive and Flexible to Customer Demand. Lean Paves The Way For Delivering High Quality Products and Services, At The Right Location, At The Right Time, All In A Cost Effective and Profitable Manner.***



# The Lean Concept...

- ***Is a Growth Strategy...not a Cut and Slice Strategy.***
- ***Is Not Easy, If So Everyone Would Have Already Done It.***
- ***Applies to the Entire Business Enterprise***



# Key Concept

Improvement begins with the admission that **EVERY ORGANIZATION** has **problems** and these (problems) provide **“Opportunities”** for improvement.

*"If it ain't broke, fix it!"*



# Key Concept

## *No Action - No Success*

- **“Try it” - See if it works**
  - The process doesn't have to be **“perfect”** the first time
- **If it isn't better, then try again**
  - Worst case is to go back to the **original process**
- **Strive for “base hits” not “home runs”**
- **No idea is a bad idea**

## *Just Do*

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# Transitioning to “LEAN”

- **The Process Begins At The TOP**
- **Goals Drive the Process (Strategic Goals)**
- **Plan – Do – Check – Act Process Required for Success (PDCA)**
- **Stay Customer Focused (do what they value)**
- **Do The “Easy Stuff” First (build on the wins)**
- **Interactive Education (gemba kaizen)**
- **Just Do It Attitude!!!**



# Performance Objectives

- **Implement Plan-Do-Check-Act (PDCA)**
- **Determine Performance Parameters that are Critical to Continued Health & Prosperity**
- **Develop Goal “Curves”**
- **Plot “Actual” against Goal Curves**
- **When you fall behind the Curve in any period a “Cause and Corrective Action” is required**
- **Continuous Monitoring forces “Continuous Improvement”**



# Operating “Lean” Responsibilities

- **Develop Action Items, with Realistic Due Dates Required**
- **Continually ask “Who?” and “By When?”**
- **Once the Commitment is Made, Focus Must Switch to:**
  - \* **“HOW DO WE HELP “WHOEVER” ACHIEVE THE DATE”, not..... “if it will be accomplished”**

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# What Makes A Lean Leader

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# Creating a Lean Culture Is About.....

- **Developing Great People Throughout the Organization**
- **Inspiring and Convincing People that the Culture and Success of the Organizations is the “Will of The People” as much as the “Vision of the Commissioner”**
- **Knowing Even Though Someone is not the Commissioner, they Can Still Make a Difference for DEP**



# Take Charge of Change

- **A Lean Revolution is about People Refusing to be Victims and Who Choose to Take Charge of Their Lives at Work, This is a Revolution that Will Make CT DEP the envy of all in Government!!!**
- **The Difference Between Ordinary People and Extraordinary People is CHOICE!!!**



# Lean Leaders Will

- **Take the Lead and Suggest Open Communications**
- **Stop Rumors and never Trust Second Hand Information**
- **Look for Information that Describes the Direction, Objectives, and Vision for the Future of the Business**
- **Think about how Their Talents Will Help Drive Business Success**
- **Study the Competition, Benchmark Others and Know the Trends of the Industry**



# **“JUST DO IT”**

**This is a story about four people named;  
Everybody, Somebody, Anybody and Nobody.**

**There was an important job to be done and  
Everybody was sure that Somebody would do it.**

**Anybody could have done it, but Nobody did.**

**Somebody got angry about this, because it was  
Everybody’s job.**

**Everybody thought Anybody could do it, but  
Nobody realized that Everybody wouldn’t do it.**

**It ended up that Everybody blamed Somebody  
when Nobody did what Anybody could have  
done!!!!!!!!!!!!!!**