

Continuous Improvement

Lean

New Hampshire



**Best Practices
To Avoid
Common Pitfalls**

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State Lean Network

Best Practices

10 - Clarity

- Clarity of vision from management
 - Backed up by actions
- Clarity on “why change”
 - Address vulnerabilities
 - Projects not to reduce staff

Best Practices

9 - Teamwork

- Real teamwork
 - Shared goals
 - Shared knowledge
 - Mutual respect & trust

Best Practices

8 – Choose Good Projects

- Fire in the belly
- Management support
- Both do-able & substantive
- Measurable
- Well defined

Best Practices

7 - Planning

- Spend the time
 - Has this been done elsewhere?
 - Get baseline metrics
 - What boundaries are right?

Best Practices

6 – The Right Team

- Everyone touched by this process
- Heavy on workers, light on management
- Include skeptics
- 12 max

Best Practices

5 - Partnerships

- Include customers
- Include other “fresh eyes”
- Phone a friend

Best Practices

4 – Quick Action

- Project meetings in short span
- Implementation in short term
- DO NOT DROP THE BALL !

Best Practices

3 - Communication

- More than you think possible
 - Before
 - During
 - After

Best Practices

2 - Style

- Run the project right
 - A bit of levity
 - No rank
 - Clear charter
 - Technical skills
 - Focus

Best Practices

1 – Stay With the Model

- Resist the urge to cut corners
- It's State of the Art for a reason

Why “Lean” ?

- Structure beats knee-jerk
- Involves workers
- Builds a culture of innovation
- Track record

Thank you !!

- See lean.nh.gov

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– Or Kate McGovern at BET