

Approach

We believe a successful LSS or CPI effort must be connected to an overall plan that is designed to deliver impactful and sustainable results. Our 7-step approach ensures that the CPI mission is accomplished and the agency is truly changing the culture and promoting a continuous improvement mindset. We realize that organizations may have progressed through any number of steps prior to our involvement. To best serve our clients we offer assistance in three areas: Full LSS deployments, support for existing LSS deployments, and project support at the operational level. Our extensive LSS implementation experience allows us to seamlessly support the client's mission at any or all levels of the deployment.

Step 1 – Leadership The objective of this first step is to ensure authentic leadership and active participation in the creation and support of a continuous improvement environment. Leadership is dedicated to sustaining values, fosters visibility, and has enthusiasm that promotes process excellence.

Benefits: (1) a clear understanding and alignment to a common vision and consistency in purpose; (2) enhanced team productivity through common understanding of the value of leadership and team effectiveness.

Tasks

- Establish burning platform
- Establish team roles and responsibilities
- Review current strategic plans - metrics
- Establish assessment elements
- Understand Voice of the Customer (VOC) analysis

Deliverables, including but not limited to:

- Lean Six Sigma Overview
- Force Field Analysis
- Assessment elements defined – Baseline

Step 2 – Strategy This step is performed with the objective of ensuring strategic alignment and active participation in the creation of a continuous improvement plan. Circle 6 works to build a strong foundation to support a more rigorous and disciplined mindset around continuous improvement efforts.

Benefits: (1) clarity and commitment of metrics and behaviors in a shared strategic plan; (2) a specific continuous improvement roadmap for both culture and dedicated leadership team.

Tasks:

- Review, discuss and create vision matrix
- Define, create change matrix – functional departments
- Establish team LSS roles and responsibilities

Deliverables, including but not limited to:

- Vision Matrix
- Change Matrix
- Complete LSS Roles & Responsibilities Matrix

Step 3 – Effort The objective of this step is to provide clarification and amplification on key fundamentals of communication, project alignment and prioritization, and creation of financial operational definitions. The results provide guidance for effective participation in the continuous improvement effort.

Benefits: (1) communication clarity and support of a common language; (2) critical alignment and agreement of project support; (3) consistent and effective alignment of financial savings.

Tasks:

- Review, discuss and establish communication plan for Leadership.
- Create project selection template – define Key Performance Indicators.
- Develop detailed financial definition & tracking process.

Deliverables, including but not limited to:

- Communication Plan
- Project Selection Methodology
- Financial structure defined

Step 4 – Practice This step is employed in order to deliver a persistence and working knowledge of continuous improvement and leadership skills that are exercised repeatedly in order to acquire or perfect a learning organization.

Benefits: (1) a shared continuous improvement vision; (2) project pipeline opportunities; (3) improved LSS knowledge and expectation of roles and responsibilities; (4) Clear directions on projects.

Tasks:

- Identify and schedule awareness training.
- Establish project identification sessions.
- Conduct Leader / Sponsor workshops
- Prioritize projects.
- Write project charters.

Deliverables, including but not limited to:

- Awareness Training
- Project Pipe-line
- Leaders / Sponsor Workshops

Step 5 – Skills This step is implemented to develop a personal mastery and level of proficiency both in terms of process efficiency and in a disciplined workforce that understands the rigor and mindset needed to meet and exceed customer requirements.

Benefits: (1) build confidence in LSS methodology; (2) financial savings; (3) foster genuine commitment; (4) build commitment and confidence; (5) teamwork.

Tasks:

- Identify, plan and execute Kaizen events.
- Conduct GB/BB Workshops
- Create project & financial tracking worksheets.
- Provide status on projects and knowledge of applying LSS methodology.

Deliverables, including but not limited to:

- Build – Execute a Lean/Kaizen Event.
- Green Belt/Black Belt Workshops.
- Financial Tracking
- Coaching / Mentoring templates
- Project Tracking Tools

Step 6 – Embedded The objective of this step is to have strong leaders at every level of the organization and to ensure that continuous improvement is becoming part of the organization’s daily norms, values and behaviors.

Benefits: (1) having a shared purpose and vision; (2) empowerment; (3) high performance teams; (4) sustainable results; (5) process ownership / accountability

Tasks:

- Establish assessment team
- Develop detailed assessment work plan
- Conduct internal assessment.
- Establish interview of assessment.

Deliverables, including but not limited to:

- Assessment results (leadership, metrics, culture, learning)
- Action Plans

Step 7 – DNA To ensure the momentum is sustained and strong. Continuous improvement is a mindset within the organization. Those in leadership positions at all levels are designers, stewards, and teachers.

Benefits: (1) a learning organization; (2) participative openness; (3) reflective openness; (4) “forgive and forget” transformation

Tasks:

- VOC network
- Benchmarking industries
- Sharing best practices
- Monitor and improve

Deliverables, including but not limited to:

- Lessons Learned
- Next Steps