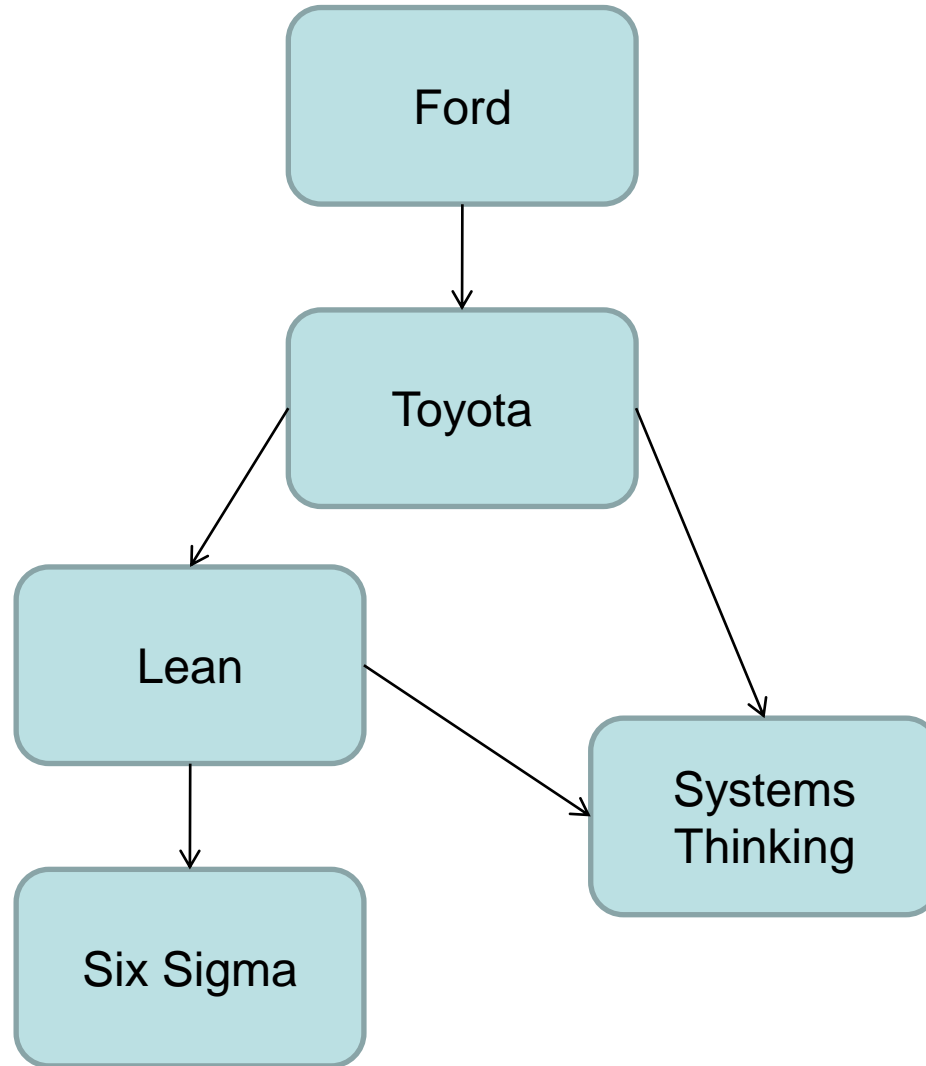




An Introduction to Lean and Systems Thinking

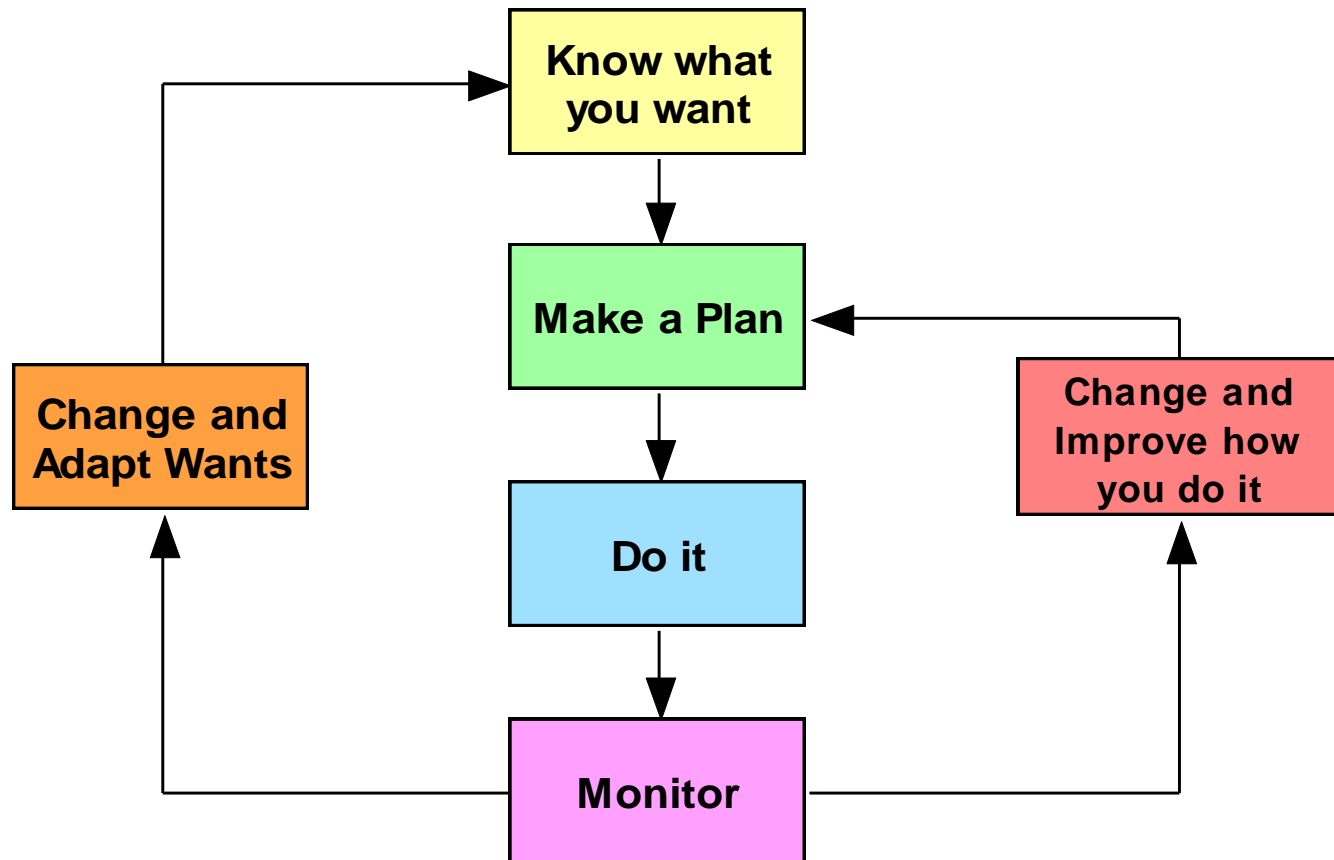
Rob Bailey
Principal Advisor

History

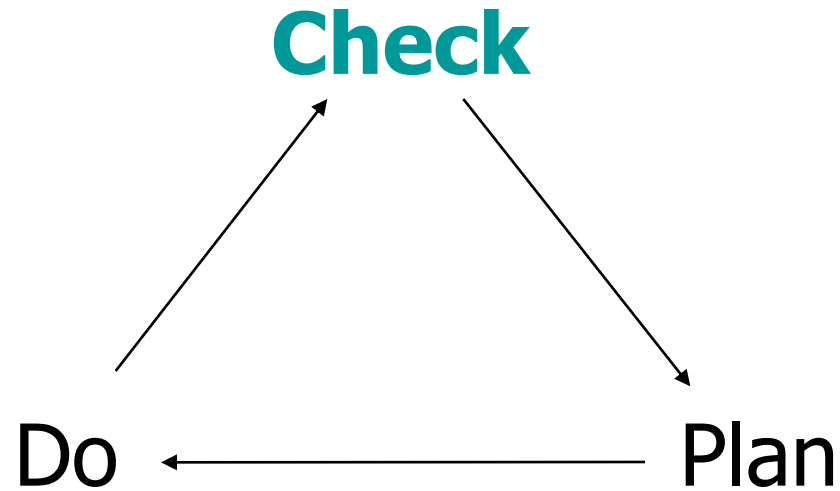


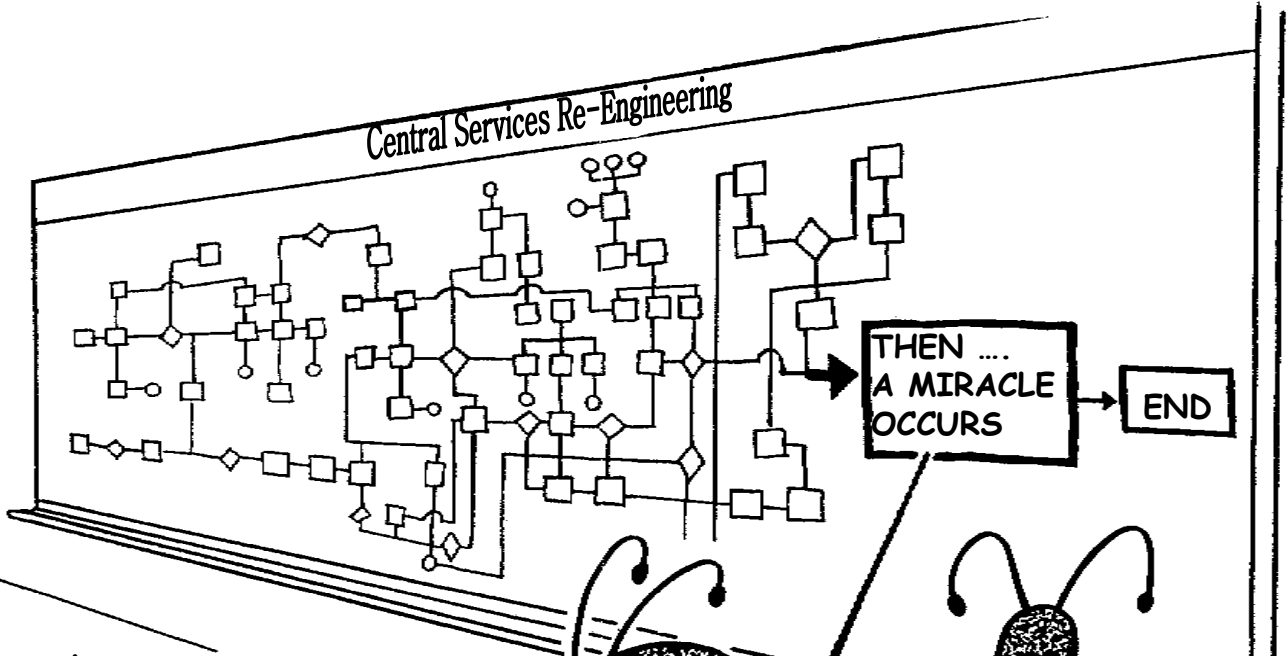


Process Re-engineering

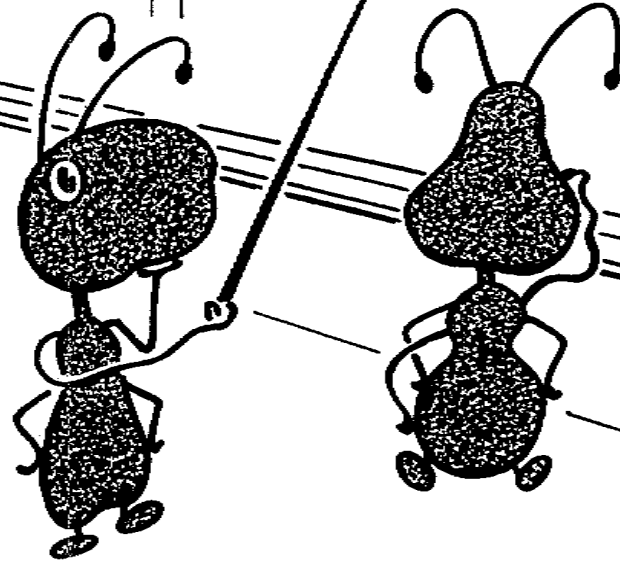


Change must be based on knowledge

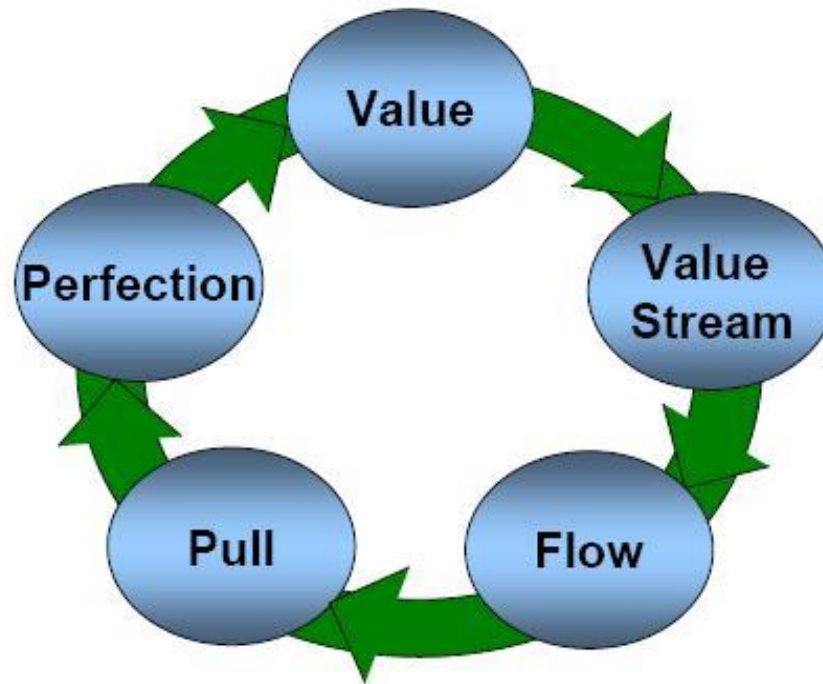




"Good work ...
but I think we need
just a little more
detail right here !"



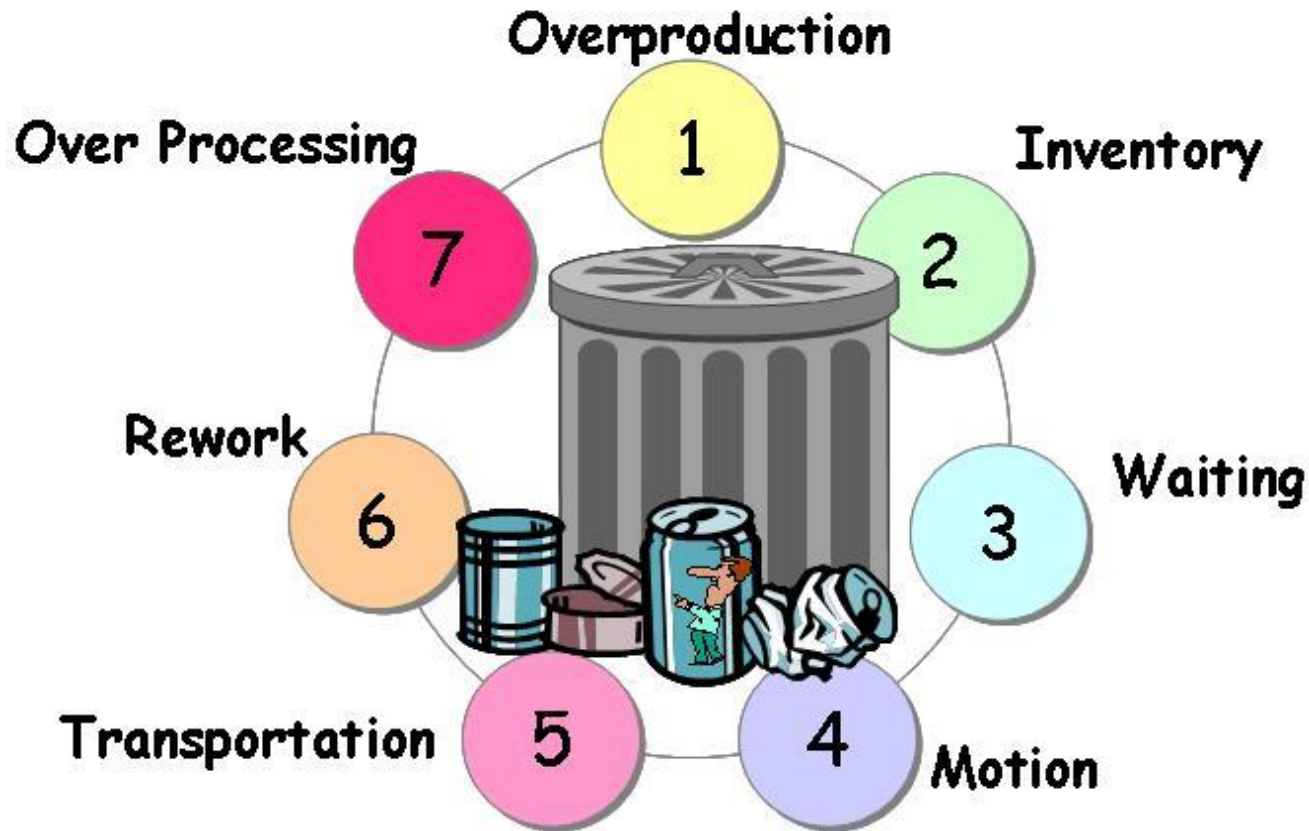
Lean



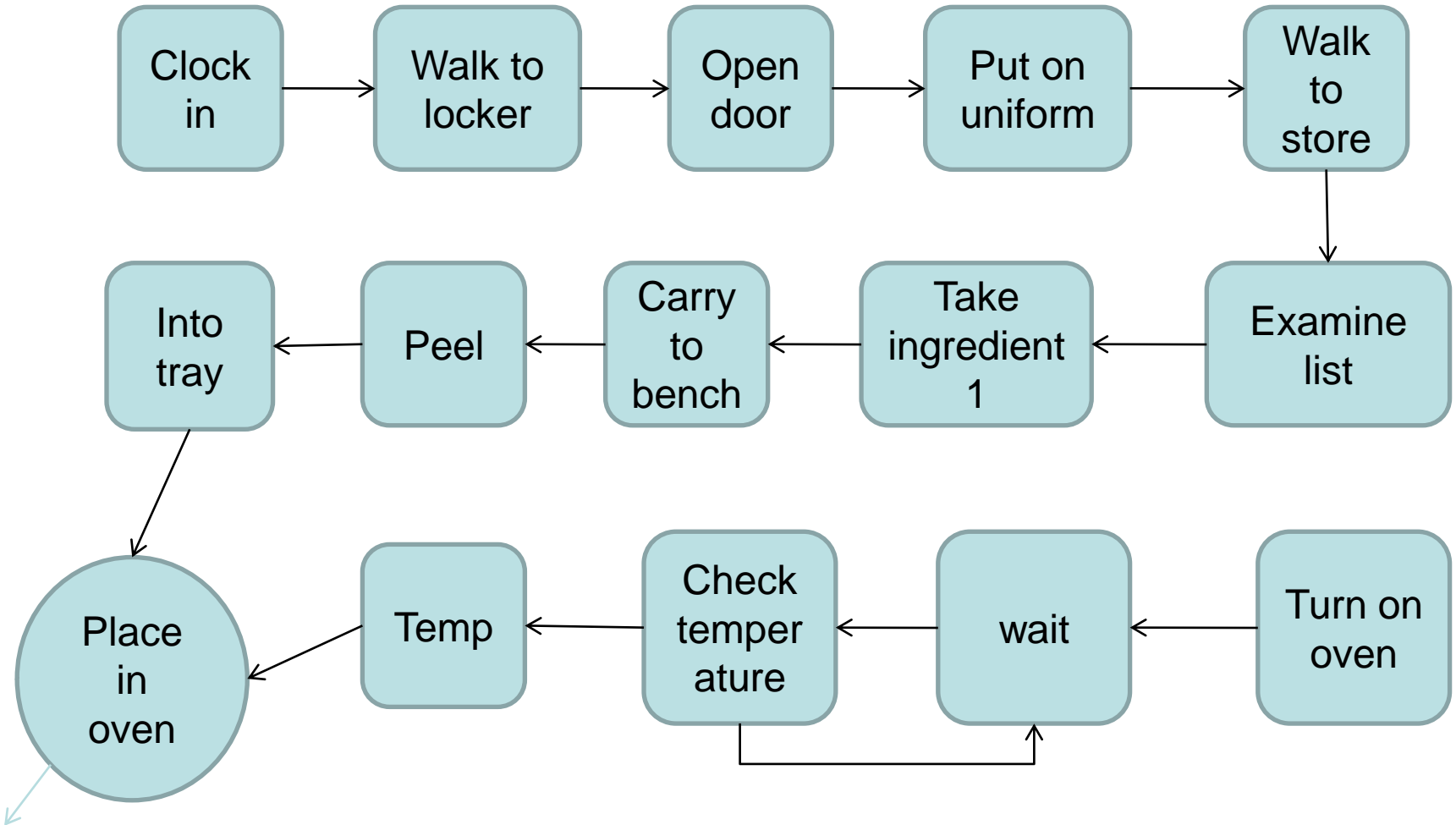
Lean



The 7 Wastes



Systems Thinking





Changing management thinking

COMMAND & CONTROL

top-down

perspective

functional specialisation

design

separated from work

decision-making

**budgets, throughput,
targets, service standards,**

measures

extrinsic

motivation

**manage budgets,
manage people**

management ethic

contractual

attitude to customers

SYSTEMS THINKING

outside-in

demand, value and flow

integrated with work

**related to purpose,
variation over time**

intrinsic

act on the system

what matters?

Demand

"Where is my Carer, Meals on wheels etc etc." 2.5%

"I am known to you but my S.W. has changed left." 1.5%

"Who is my /the S.W." 3.5%

"I am known to you but I don't have an SW but my Circs have changed." 5.5%

"We are not sure what is going on." 30.7%

"I have been trying to contact..." 10.6%

"I have phoned a few times." 6%

"When will..... phone me back." 1%

"I called about.... but have not heard anything." 4%

"You have sent me XYZ but I don't understand." 9.5%

"I brought in the forms/info but it was incorrect." 1.5%

"I am not happy with what you or a third party have provided /offered." 10.1%

Failure Demand 74%

apse

- I'm not sure what's going on 30.7%
- I have been trying to contact 10.6%
- I'm not happy with what you have provided 10.1%
- You have sent me... but I don't understand 9.5%

Six Sigma



- DMAIC



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