Transforming
'Discord & Hogwash'
to Lean Thinking

Presented by: Beth Adams & Collin May | ALTSA Organizational Development Office
2023 Results Washington Conference

Poll

Please rate the degree to which you use change management principles when rolling out something new.

1   The struggle is real – often forget to do it.

10   I always use change management principles. Always.

Agenda

- Objectives
- Background
- EDAI
- PDC/SA
- VOC
- Technology
- Lessons Learned
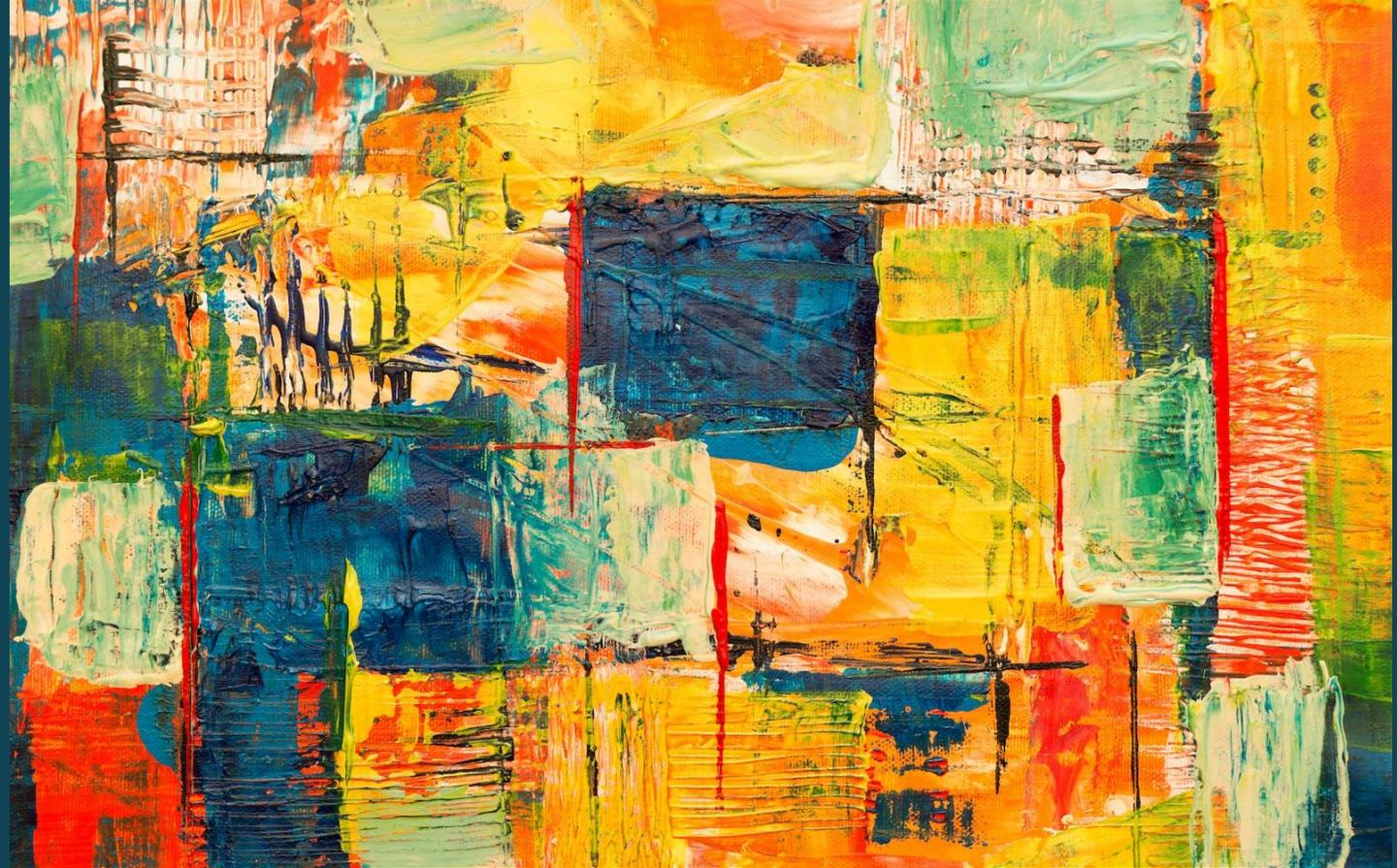
Objectives

PDCA

EDAI

Technology

" The idea of lean and government always sounded like discord and hogwash. Now I see this as a framework for thinking about processes, perspectives, learning and growing, improvement and safety. It's a way to process problems to engage with everyone on a team, it's an EDAI staple and now that I have a foundation for this way of thinking, I hope to learn so much more.

an Introduction to Lean Thinking participant

Background

Class Content

Spheres of Control & Influence

Lean Transformation Model

Values

History

5 Steps of Lean Thinking

What is Lean Thinking

Lean Thinker Mindset
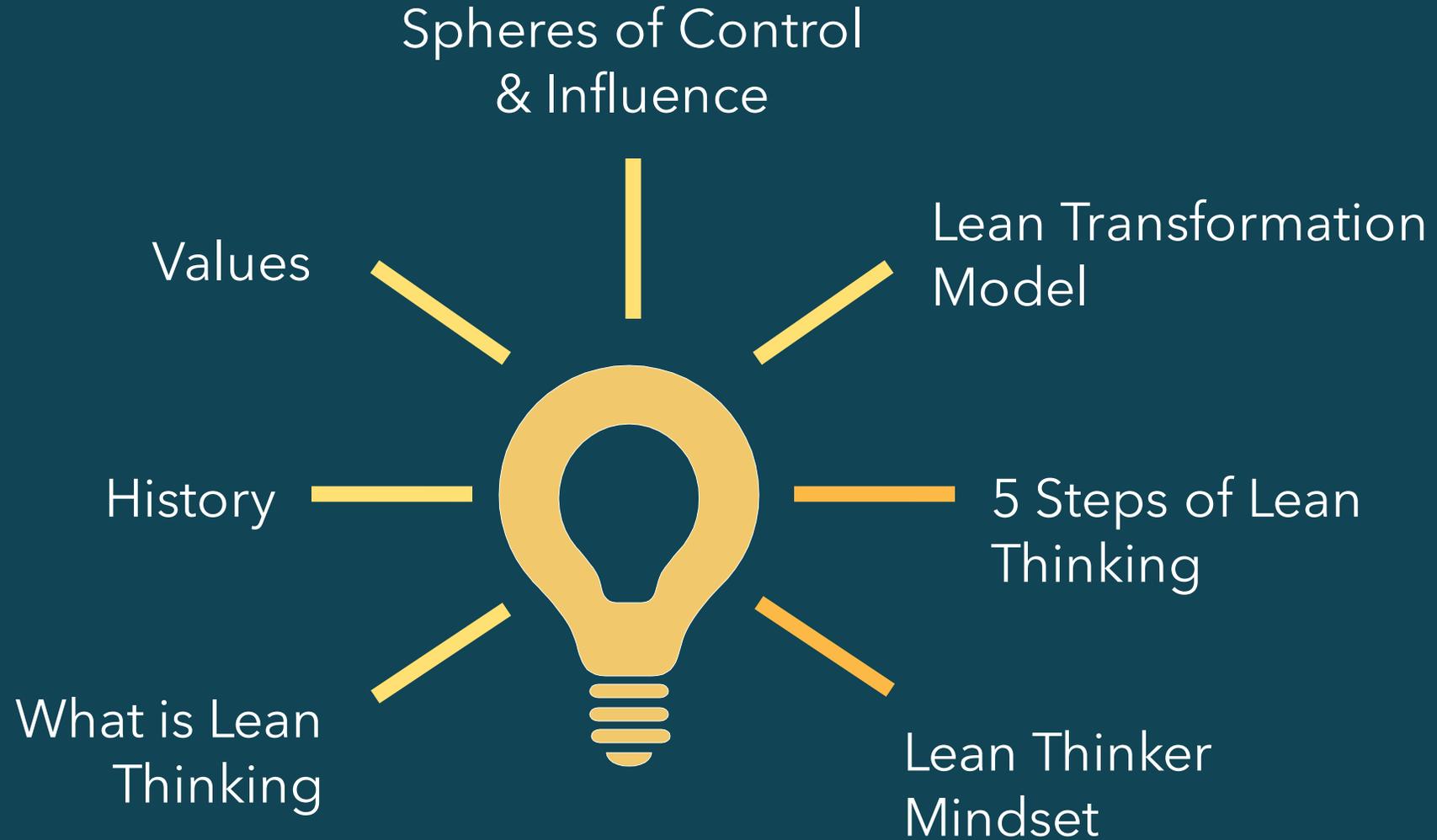
People need to see themselves, their experiences, reflected in the visuals and voices

EDAI Considerations

Videos

Icons

# Equity, Diversity, Access, Belonging, & Inclusion

Photos

Illustrations

Other EDABI considerations

Reading Order

- 1 Text Placeholder 4: Colors & other...
- 2 Footer Placeholder 5: 2023 Result...
- 3 Slide Number Placeholder 6: 14
- 4 Title 9: Other EDAI considerations
- 5 Text Placeholder 2: Alt text
- 6 Text Placeholder 1: Closed Caption...
- 7 Text Placeholder 3: Tab order
- 8 Picture Placeholder 14
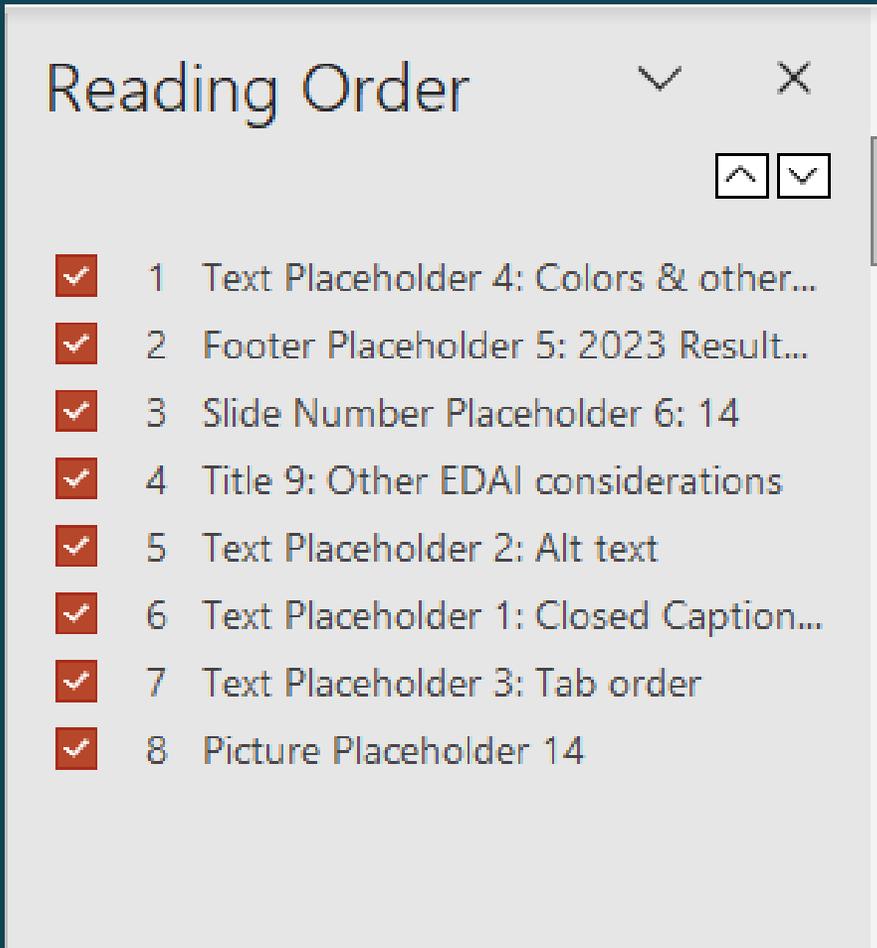
Reading Order

Closed Captioning

Colors & other visuals

Alternative (Alt) text

How was this image auto captioned?

- Person chopping wood

- Carrot on white table

- Brown sausage on white table

- Brown log on white surface

- Orange stick on white table

How Descriptive?

How the customer explained it
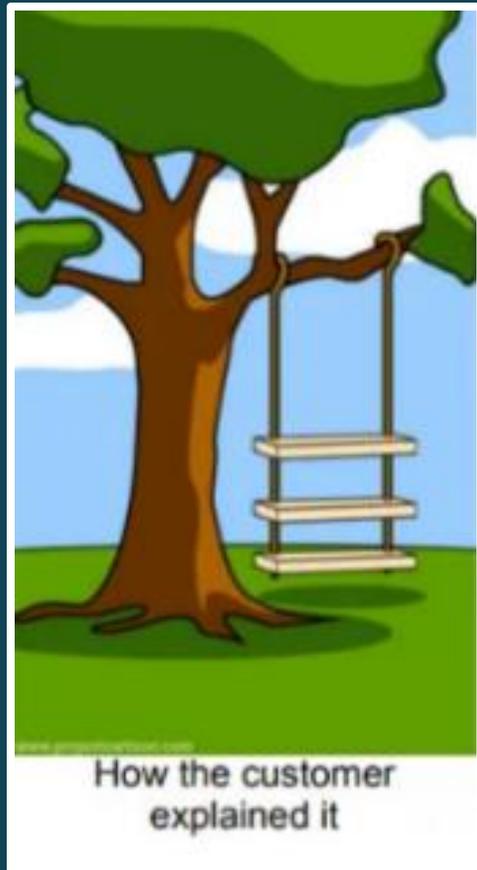
Option 1 - A tree with a ladder

Option 2 - Cartoon frame of a big leafy green tree against a sky-blue background with some white clouds. The tree is on a grassy green lawn. Hanging from a branch are two lengths of rope. There are three wooden planks hanging from the rope parallel to each other, each separated by short lengths of rope. The caption reads "How the customer explained it"

PDCA/PDSA

Plan

Do

Act/Adjust

Check/Study

Getting Started on Your PDCA/PDSA Journey

A Template

PDCA (Plan-Do-Check-Adjust)

PDCA (Plan-Do-Check-Adjust), cont.

'22	'22	'22	'22	'22	'22	'22	'22	'22	'22	'23	'23	'23	'23	'23	'23	'23
M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J

Legend: P (blue) · D (green) · A (yellow) · C/S (red)

How an idea to use existing technology…

…led to a dramatic increase

5,371%

Registered & Wait List

383

7

Before 5/28   After 5/28

…looked more like this

Registrations

648

25

Before 5/28   By 6/23

Increase in Registration

2492%

1580%

1152%

856%

1 week   2 weeks   3 weeks   1 month
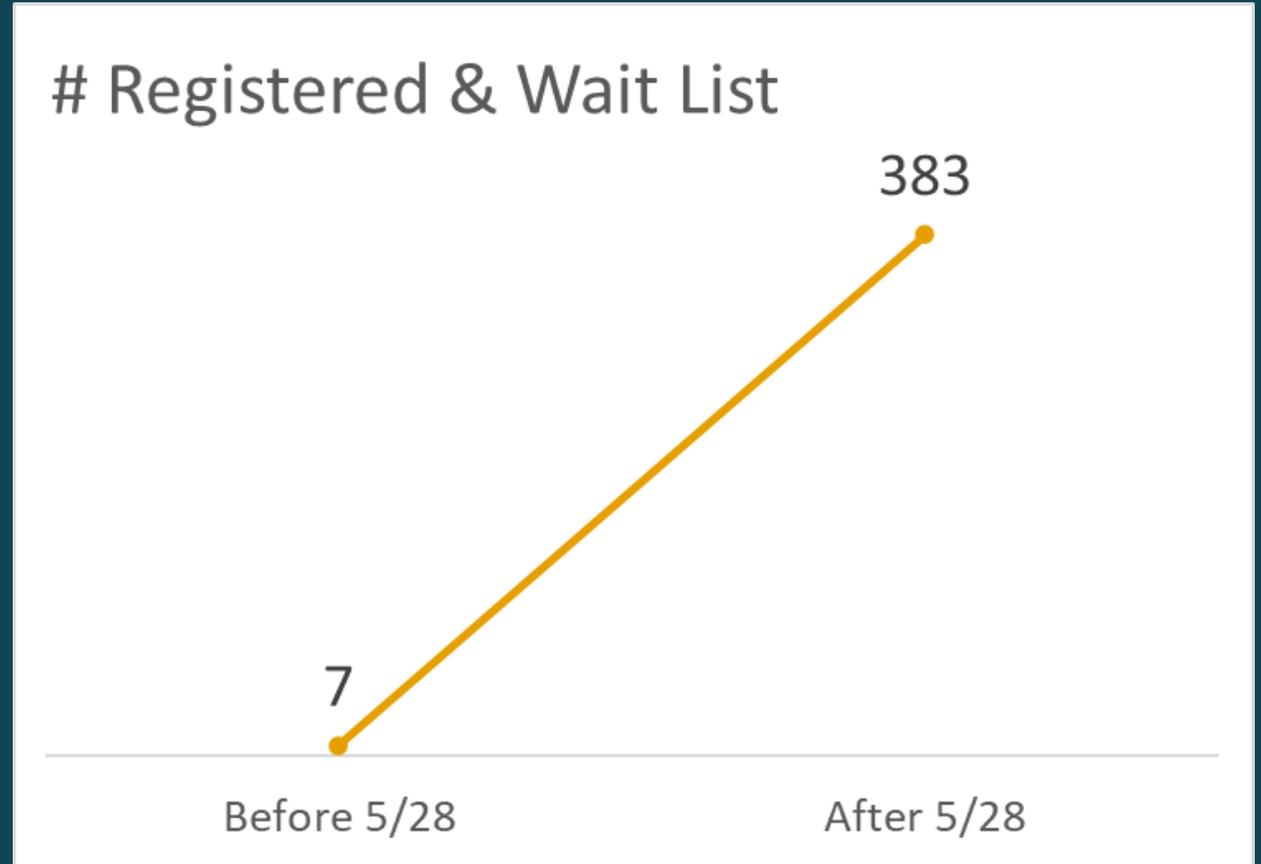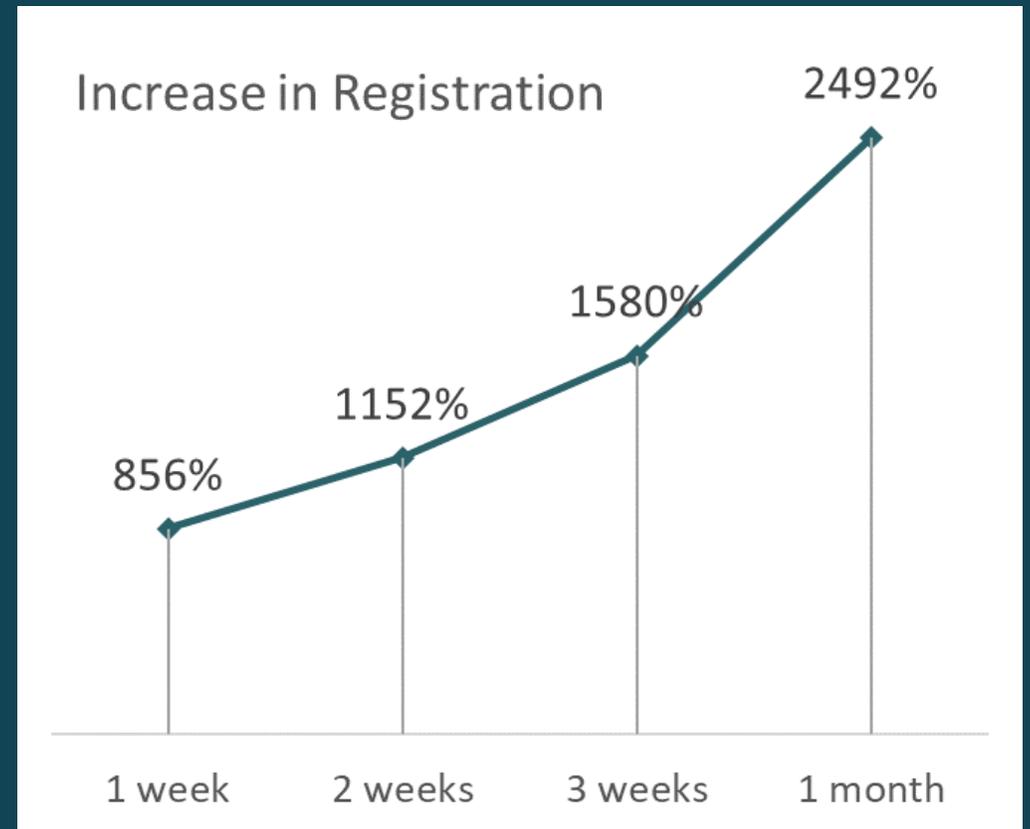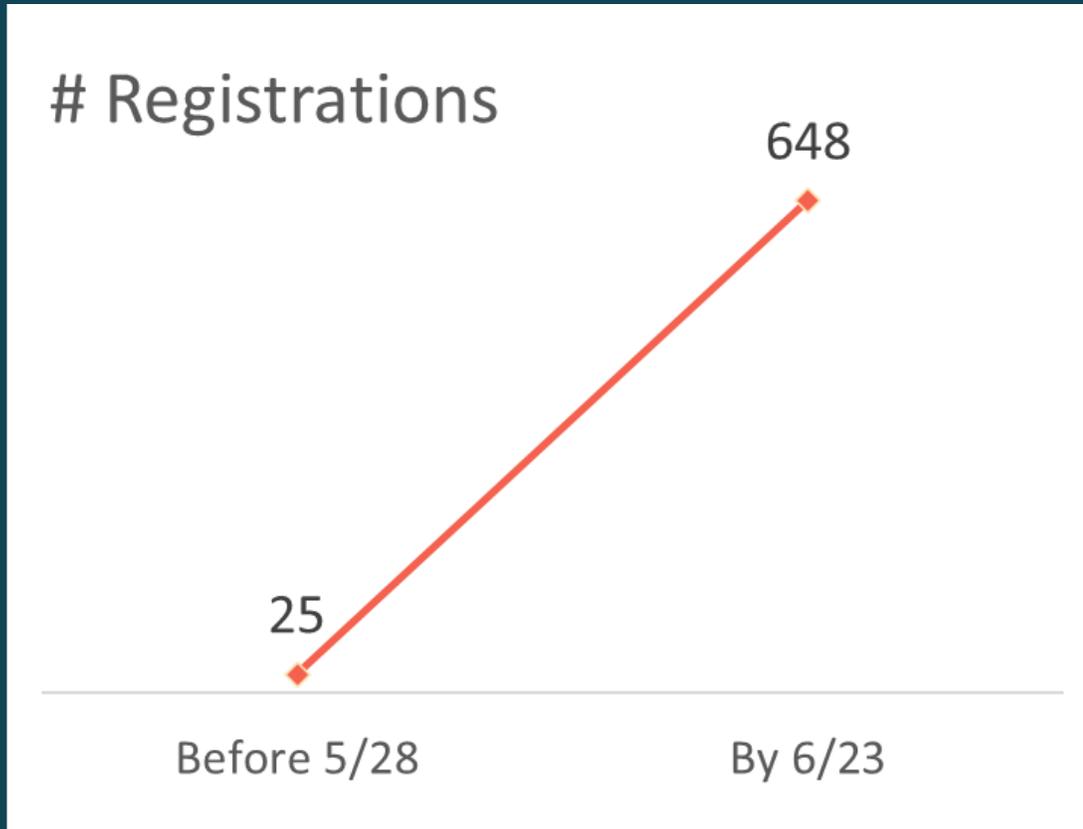
Completion Rates

Completion Rates: Before and After Rollout

Course Rating

CHANGE IN AVERAGE RATING

N=211

BEFORE — 4.6
AFTER — 4.3
AVERAGE — 4.5
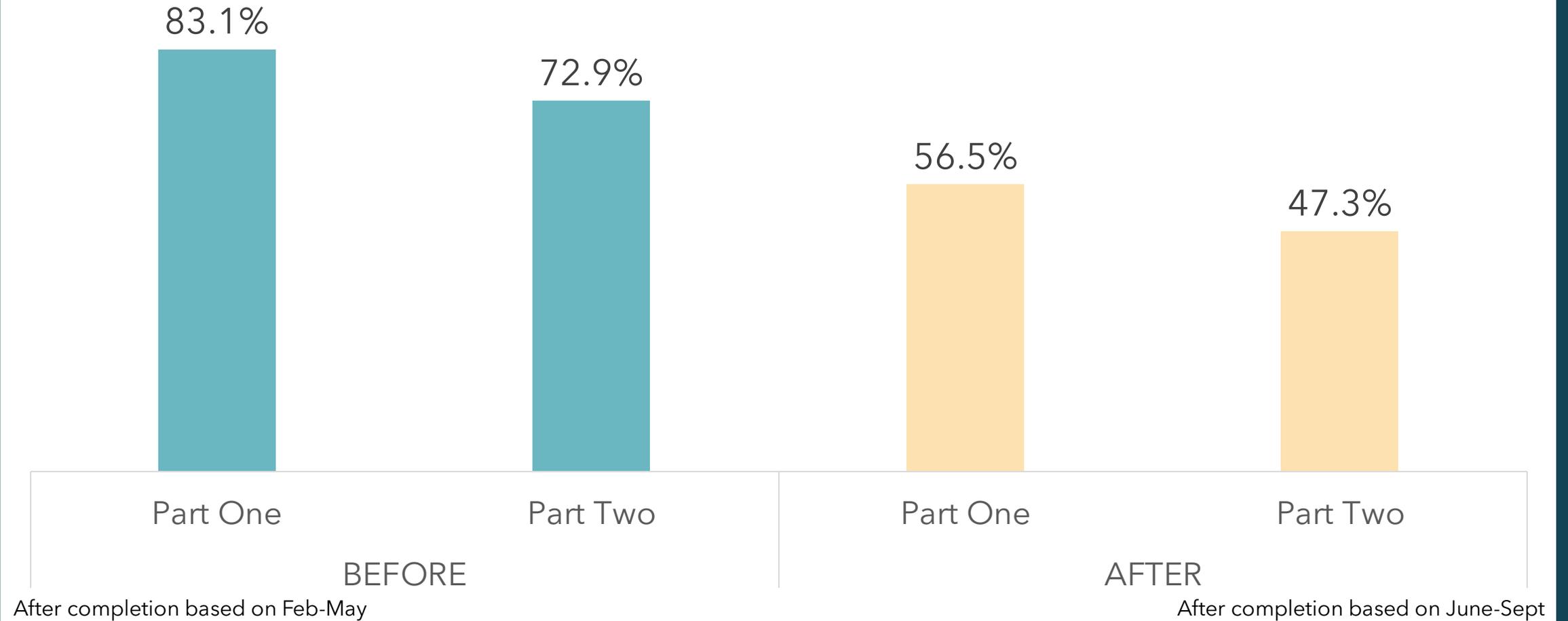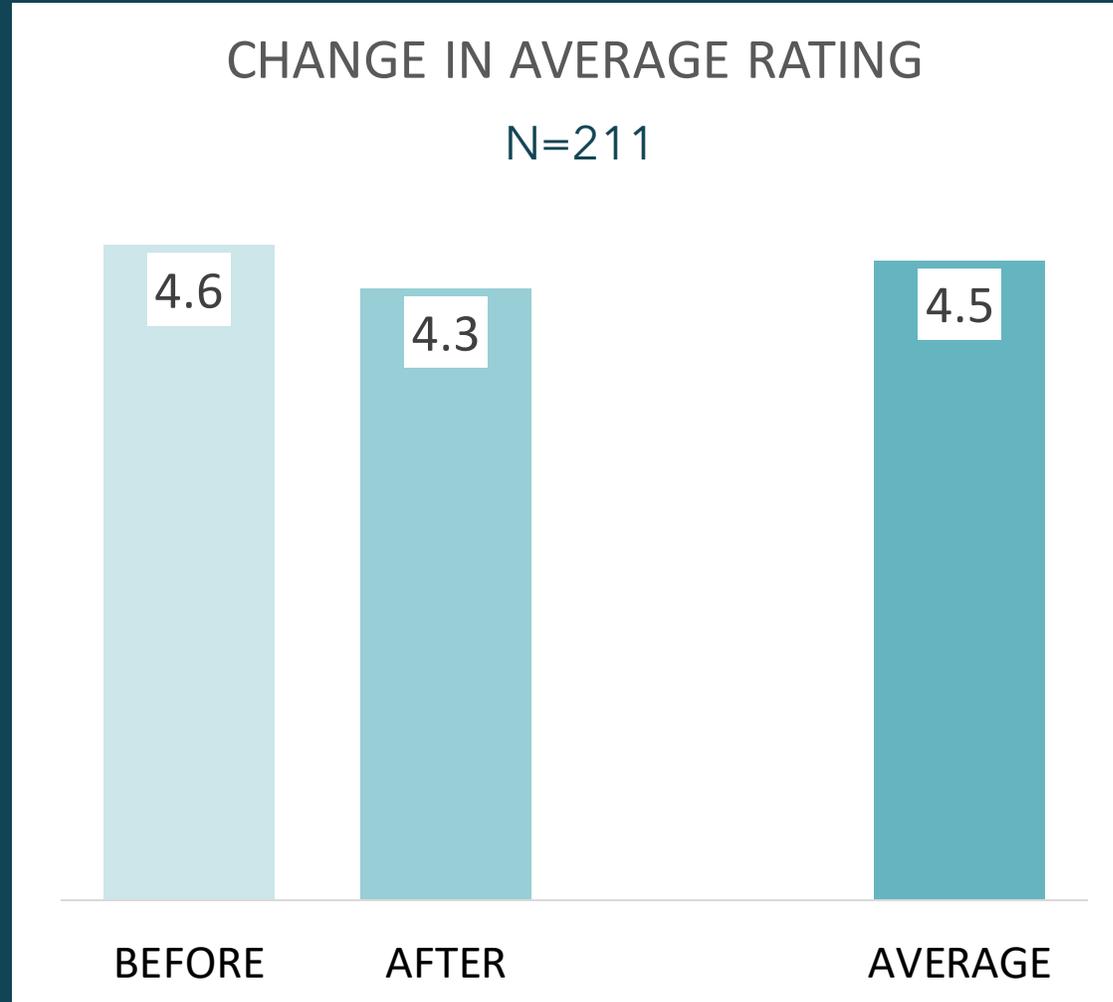
Voice of the Customer
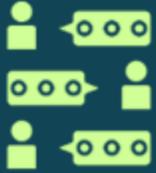
Discussion

Class Survey

Email

Lessons Learned

Next Steps

CHECK/STUDY
- Data review
- Voice of the Customer
- Review registration process

ACT/ADJUST
- Update SOP
- Update course content
- Adjust timelines

PLAN
- Frequency of training
- Course evaluation
- Schedule planning

DO
- Continue with communication template
- Implement new plans
- LC changes

Objectives Met?

PDCA

EDAI

Technology

Icons: The Noun Project; Image: Microsoft

Questions

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