



# Key Lessons from 30 Years in Quality Lean Conference 2015

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# Setting the Climate

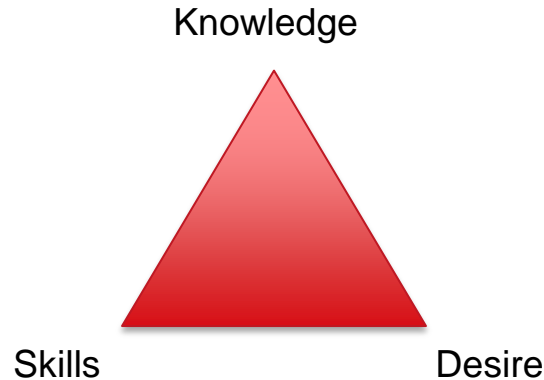
- Clear Ownership, Clear Accountability, Applicable Metrics- shared and aligned across the value delivery chain.
- Leading from the front
- Evolution vs. revolution
- Eradicate root causes

# Setting the Climate

- Prioritize the top 3-5 issues
- Clear vision of where you want to go (e.g. Perfect order)
- Starts with design not operations
- Listen to the customers
- People come to work to do a good job
- Pick your battles

# Enduring Capability

- The results triangle



- Power of cross-functional teams (team matching the issue)
- Its NOT about the tools
- Foundation of a QMS upon which to build

# Enduring Capability

- Knowledge transfer at the point of use
- Role Modeling, Coaching, Mentoring
- MBWA
- Understanding the quality characteristic groups
  - accuracy
  - efficiency
  - effectiveness
  - timeliness

# Driving the program in a closed loop manner

- PDCA (whatever you call it 😊)



- Closed loop process of
  - Metrics
  - Reviews
  - Actions