

Organize Yourself, Organize your Office

Laboratory Quality Confab on Quality
Management in Diagnostic Medicine
September 24, 2008

Business
Growth

Process
Optimization

Information
Technology

Project & Interim
Management

Do not squander time, for that is the
stuff life is made of.

Benjamin Franklin

Organize yourself, Organize your Office



Objectives:

- To develop an understanding of how to apply basic Lean concepts and tools to organizing an office work space
- To develop an understanding on how to creatively apply Lean to non-traditional work flow areas to increase efficiency and personal satisfaction

Key Learnings:

- Determine your personal office style of organization.
- Use basic Lean waste identification tools to highlight office mistakes and mitigate potential risks
- Learn Basic Office design options to maximize space
- Receive tips and help regarding personal desk management

Qualifications



Caroline Ambrose, MT (ASCP), CQM, CSSBB

- Over 20 years of experience in the healthcare industry
- Technical expertise conducting operational audits and assessments of small and large scale laboratories
- Combine Lean Six Sigma fundamentals with Activity Based Costing to provide clients with a rounded approach to improvement and monitoring
- Certified trainer/facilitator, certified Quality Manager (ASQ) and certified Lean Six Sigma Black Belt
- Medical Technologist, Bachelors of Science from Michigan State University

Ascendum Consulting

- Specialized Consultants and Lean Six Sigma Black Belts
- Average of 20 years industry experience
- Representative professional certifications across the team include:
 - DLM, MT, MBA, MHSA, PMP, CLSSBB
- Proven track record across healthcare:
 - IHNs, Specialty Hospitals, National Reference & Hospital-based Labs, Renal & Blood Centers, Organ Donor Centers, Academic Medical Centers, Life Sciences and Clinical Research Organizations
- Customized consulting services focusing on strategy, people, process, technology and space.

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Agenda:

 **Why** am I disorganized?

 **What** key Lean Tools should I use?

 **How** do I apply those tools to myself?

 **When** should I get started?

Why am I disorganized?



Excuses heard around the water cooler:

I know where everything is.....
Don't move those piles, I won't know where it went!

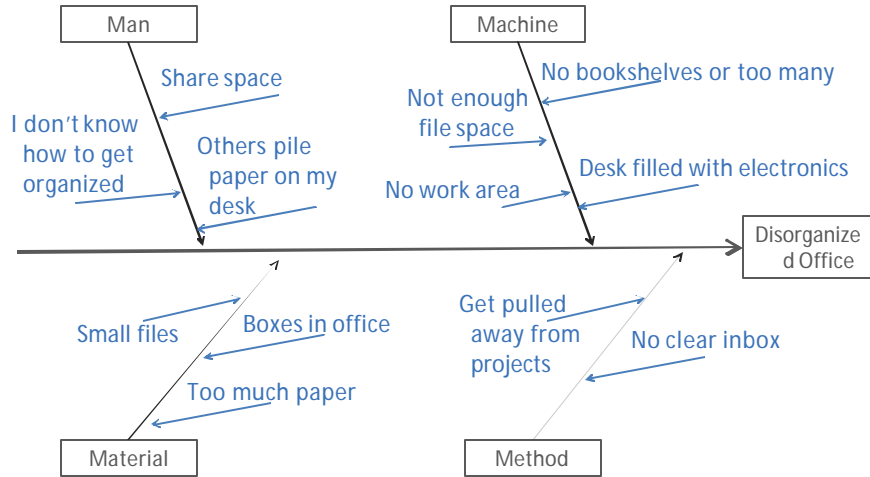
A messy office is a sign of genius

I don't want anyone to come in and get comfortable in my office.

I was organized..... Last week, last month....ten years ago



Why am I disorganized?



What Key Lean Tools should I use?

What key Lean Tools should I use? Value Analysis



Time

Ask yourself.....What do I spend time doing?

Meetings

Looking for items

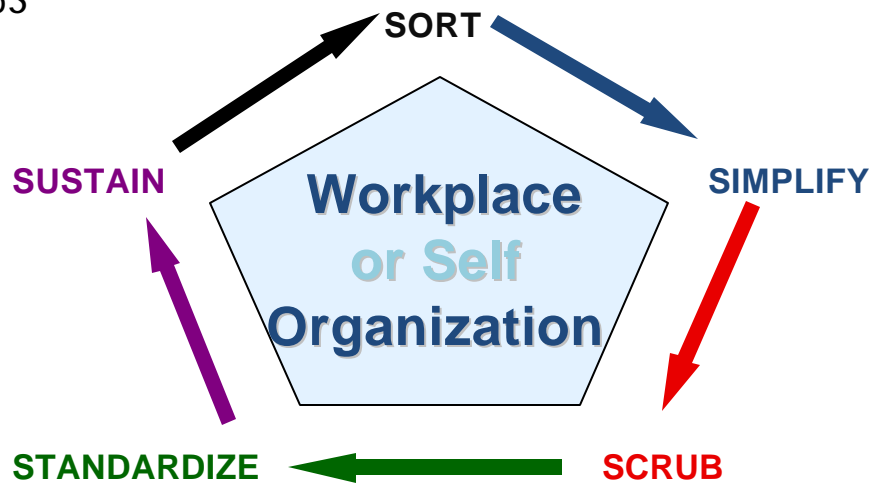
Getting started on projects

Other ideas?



What Key Lean Tools should I use?

5S



What Key Lean Tools should I use?



5S

Sort

What's in your office?



Necessary
Practical



What Key Lean Tools should I use?



5S

Simplify

What's on your desktop?



Daily usage
items

What Key Lean Tools should I use?

5S

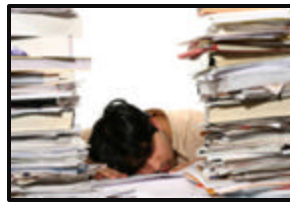


Sustain

Why hasn't it
stuck in the past?



Filer or Piler



What Key Lean Tools should I use?

5S



Example of an Filer
Color coded
Labeled
Facing same way



What Key Lean Tools should I use?



5S

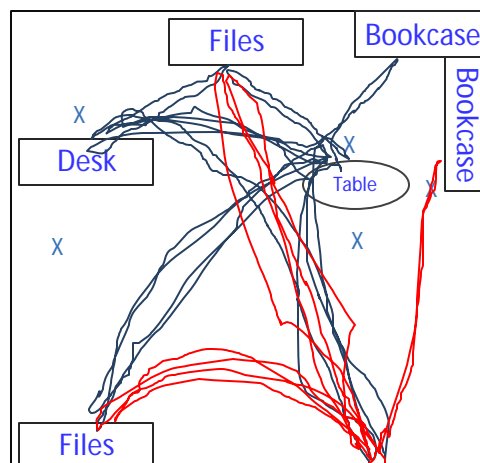
Example of an Piler Solution
Narrow Bookcase
Horizontal storage

What key Lean Tools should I use?



Spaghetti Analysis

Not only should technical work be laid out sequential, but office work should be laid out that makes sense



What key Lean Tools should I use? Waste Analysis



- ✍ Defects
- ✍ Overproduction
- ✍ Waiting
- ✍ Transport
- ✍ Extra Processing
- ✍ Inventory
- ✍ Motion
- ✍ Intellectual

What Key Lean Tools should I use? SMED (Single Minute Exchange of Dies)



How can you move from one project to another quickly

Set yourself up with project files

**Remember your filer or piler status

Keep distractions to a minimum



Magazine organizers work great!

How do I apply this to myself



Accept where you are today

Determine your organization style

Make a date with your office

Take a step

Example of an Office Reformed



When should I get started?



Out of clutter,
find Simplicity.
From discord,
find Harmony.
In the middle of difficulty
lies opportunity."

-- Albert Einstein,
scientist



Questions?
Comments?
Experiences?

Thank You

Contact: Caroline Ambrose at
caroline.ambrose@ascendium.com
www.ascendium.com