

PREPARED FOR: Quality Confab 2009

DATE: September 30, 2009



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
- Discover how laughing is the first step to change

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

Organize yourself, Organize your Office



- Why** am I disorganized?
- What** key Lean Tools should I use?
- How** do I apply those tools to myself?
- When** should I get started?
- Where** can I apply these concepts?

Why am I disorganized?



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

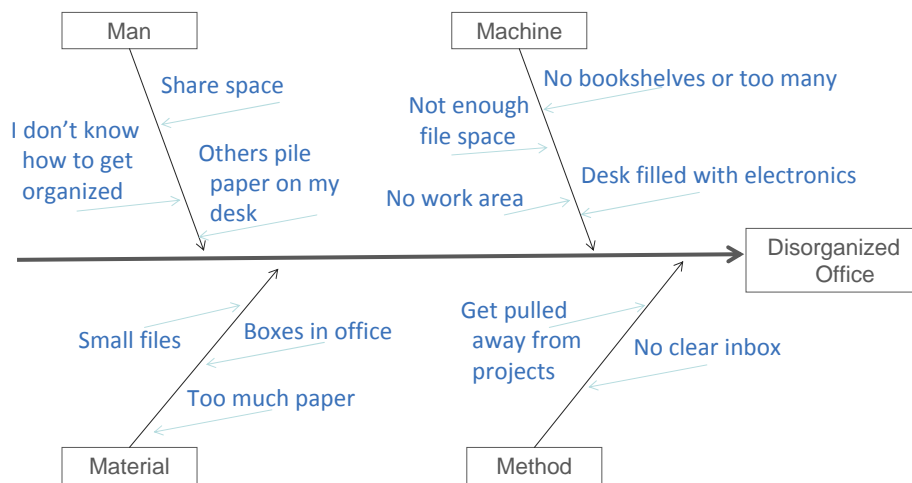
I was organized..... Last week, last month.....ten years ago

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

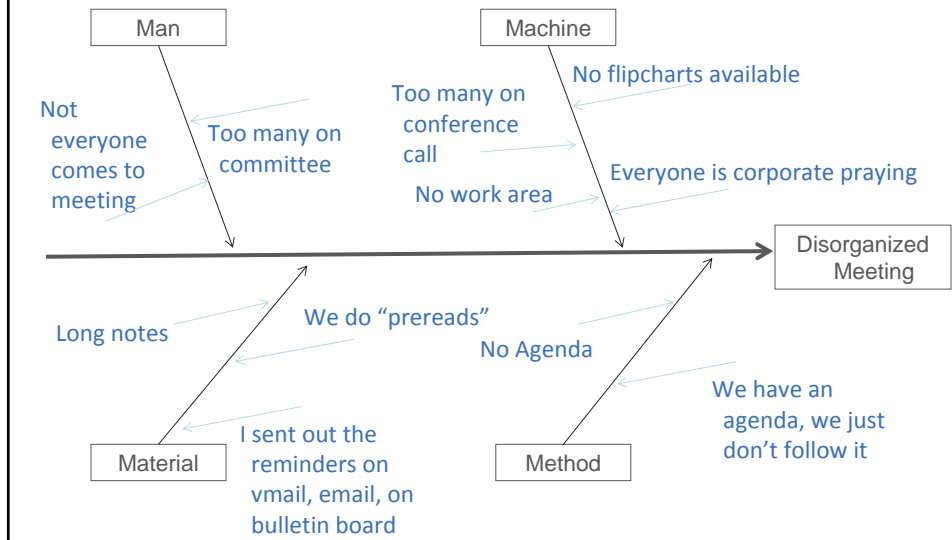
It's ok if our meetings always start 15 minutes late, it is part of our culture.



Why am I disorganized?



Why are my meetings so disorganized?



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?



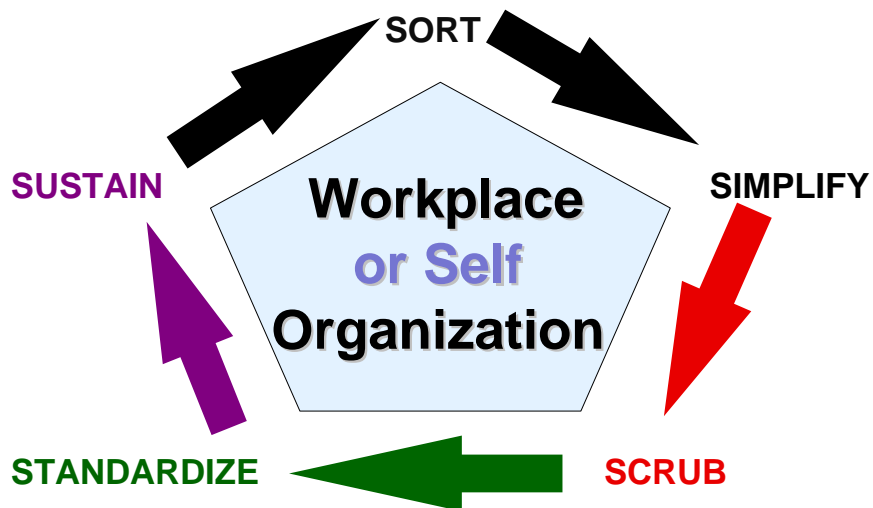
What key Lean Tools should I use?
Value Analysis



Value Added versus Non Value Added

What duties as a Manager / Director are really Value Added in the eyes on our customer?

What Key Lean Tools should I use?
5S



Sort

What's in your office?

What are you doing with your time?



Simplify

What's on your desktop?
Dashboard approach

What's going on in your day?
Delegation approach

Sustain

Why hasn't it
stuck in the past?

Filer or Piler



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?

5S



Standardize

Make similar offices the same,
with some room for personal
organization



What Key Lean Tools should I use?

5S



Scrub

Clean, often, on a continual basis

Makes sense for our physical offices, however how about meetings?

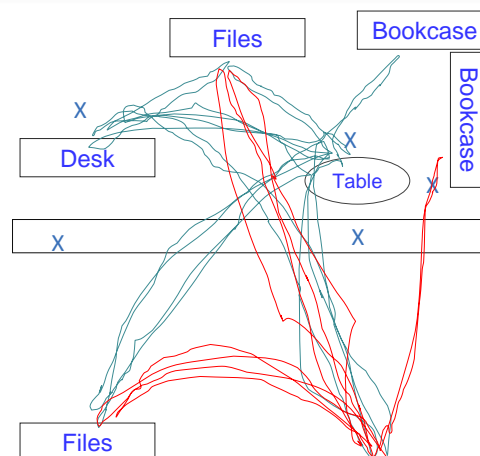
Ask...what is the purpose of the meeting, does the committee still make sense, what is the outcome of those weekly calls?

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

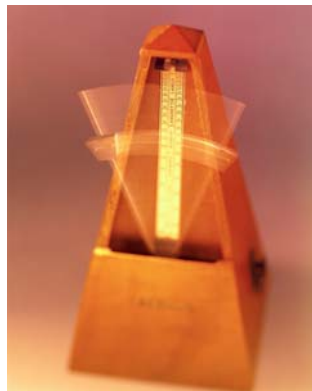
Take a step

When should I get started?



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

-- Albert Einstein, scientist



Where can I apply these Lean tools?



Office

Files

Inbox

To be read pile

Junk drawer

Workspace

Lab Counter

Phlebotomy Cart

Tool cabinet

Inventory closet

Meetings

Conference calls

Informal discussions

Bulletin boards

Everywhere

Questions?
Comments?
Experiences?





Thank You

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