Getting Better all the Time

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Session goals

Bring new energy to your continuous improvement efforts! Apply these continuous improvement tools to challenges at work and at home.

Resources


http://mn.gov/admin/lean/

7 wastes demonstration – YouTube
# Plus/Delta Force Field

<table>
<thead>
<tr>
<th>Topic</th>
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<tr>
<th>What went well?</th>
<th>What could be improved?</th>
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<th>What can we do?</th>
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Adapted from: Library’s Continuous Improvement Field Book
Cause and Effect/Wishbone Diagram

Methods

People

Environment

Material

Machine

Result

Source: Library’s Continuous Improvement Field Book
## 5 Whys Worksheet

<table>
<thead>
<tr>
<th>Define the problem</th>
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<tbody>
<tr>
<td>List several likely causes</td>
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<tr>
<td>Which is the most likely cause?</td>
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<tr>
<td>Why is this happening?</td>
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**Source:** Library’s Continuous Improvement Field Book
DOWNTIME

The Eight Wastes

Define and identify value in the work your library does; then define and identify waste (anything that does not add value)

Find and eliminate the parts of your work that are unnecessary from a patron perspective

**Defects** - wrong product, inaccurate or incomplete forms

**Overproduction** - meetings without decisions, reports no one reads

**Waiting** - for a report, colleague or permissions. Caused by hand-offs

**Non-Utilized Staff Creativity** - Lacking tools, training, permission, or doing work other than that for which hired

**Transportation** - of materials, information or people

**Inventory** - more supplies than you need, keeping copies of a document in more than one place, keeping documents too long

**Motion** – movement by people that does not add value (to copier, to answer phone, bending, lifting, reaching, etc.)

**Extra processing** - higher quality than customer requires (30m email v 2m call), glossy report, many approvals, non-standardized work

Source: Minnesota Office of Continuous Improvement
5S

Sort, straighten, shine, standardize, sustain

Create orderly work environments

Source: Minnesota Office of Continuous Improvement