

Lean System Primer, Part 3: Culture Checklist

PREPARATION STEPS

- Schedule 90 minutes for team training session
- Set up training area with whiteboard or poster-board – have markers available
- Label four sections of the board with Goal-Setting, Empowering, Partnering and Coaching
- Have Lean System Primer Part 3 audio loaded on device and ready to play aloud during the session
- Prepare a copy of the Lean System Primer Part 3 Notes for each person to be trained
- If needed, refresh your own knowledge of the Lean Management System – see The Essence of Lean Chapters 8 and 9, pp. 89 to 107.
- Preview listen to the Lean System Primer Part 3 audio

1) Welcome the team and explain the purpose of the session

- Give out the Notes copies and explain that there are three parts to this audio – this is the third
- Briefly recap the first audio (Waste and Empowerment) and the second audio (Lean work improvement cycle)
- Explain that the purpose of the session is to provide management personnel with an introduction to the Lean culture-building cycle

The objectives of the session are to learn:

- a) What is Goal-Setting and how does it fit into the Lean culture-building cycle?*
- c) What is Empowering and how does it fit into the Lean culture-building cycle?*
- d) What is Partnering and how does it fit into the Lean culture-building cycle?*
- e) What is Coaching and how does it fit into the Lean culture-building cycle?*

2) Listen to audio file: “Lean System Primer Part 3” (20 minutes, 49 seconds)

3) Ask them to explain their understanding of “Lean culture-building” (in their own words)

Lean culture-building includes activities to create an atmosphere which is supportive of empowerment. This kind of culture must include a sufficient level of mutual trust and respect among all employees.

4) Discuss each of the four activities and talk about how each one might be implemented at our organization. How might this change your way of managing?

Summarize the discussion of each of the four activities in the form of bullet points on the board under the appropriate heading for that activity.

5) Remind them to keep their notes in their three-ring binder

They should have their notes from the Part 1 and Part 2 training sessions already stored in their binder