



Lean QA

Experience Excellence

Achieve Your Full
Potential

©





Quality Tools For Next Generation Entrepreneurs

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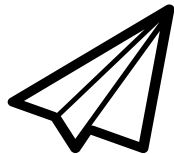
Lean QA
Experience Excellence

DNA



Purpose

Help individuals and organizations achieve their full potential



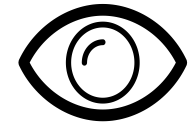
Mission

Provide expert training and consulting to help our clients win every time



Culture

Spread positive energy and always add value



Vision

Utilize industry expertise and a positive approach to accomplish our goals

01 Introduction

02 Innovate & Improve

03 Next Gen Mindset

04 High Impact Quality Tools

05 One Step further

06 Q & A

“The key to successful entrepreneurship is having access to tools that have High Impact on Business (HIB).”

Today's Agenda

Purpose of this Workshop.

01.

Help you understand Next Gen Mindset and challenges

02.

Provide innovative High Impact Quality tools you can apply right away.

03.

Help you establish yourself as superstar in your organization

04.

Instill Positive, Lean and Clutter free mindset to achieve a perfect work life balance.

Intro to workshop



✓ Our Story - Our Challenges

If you get thrown at the deep end of the pool ?

Innovate & Improve



- Future is here & NOW
- Business rules of engagement have changed
- Old status quo won't work for too long
- Innovate and Improve

What are you waiting for? – Adjust your course to the road ahead

Next Generation Mindset



- ✓ Job Satisfaction
- ✓ Hunger for Learning
- ✓ Stability
- ✓ Rapid Advancement
- ✓ Life Satisfaction

See the world with a fresh set of eyes and mindset

High Impact Quality Tools



- 8 Deadly Wastes
- Cause & Effect Analysis
- Kanban
- Decision Analysis Matrix

This toolbox is by far the most valuable one you can have!

What is this tool



✓ Job Satisfaction

D	Defects
O	Over production
W	Waiting
N	Non Utilized Talent
T	Travel
I	Inventory
M	Motion
E	Extra Processing

8 Deadly Wastes

How to apply the tool

It's Applied Commonsense

*Walk around in your
business and observe you'll
notice these 8 wastes coming
out of the woodwork!*

Downtime

*Remember each of these
could result in downtime or
potential \$\$ Losses*

8 Deadly Wastes

Identify the wastes



Waste is not always as obvious – See it - Expose it – Dispose it

8 Deadly Wastes

8 Types of Waste we see in organizations are

1. Defect – These are nonconformance to requirements. e.g., in admin processes: incorrect info on forms
2. Overproduction – Operations continue after they should have stopped, or excess quantities produced beyond demand
3. Transport – Unnecessary movement causes damage during transport and does not add value from one operation to another. E.g. WIP
4. Waiting – Delays downstream due to product not delivered on time by upstream supplier or process
5. Inventory - Excess inventory not required for current orders. E.g, WIP, Raw material, marketing materials not mailed, unused excess stationary
6. Motion- Extra steps taken by operators and equipment due to unplanned, inefficient layout
7. Extra Processing – Non Values Added steps - extra processing e.g., rework
8. Non Utilized Talent - Underutilizing people’s talents, skills, & knowledge

This toolbox is by far the most valuable one you can have!

Match the statement with the type of Waste

- A nonconformity with standard requirements.
- A surplus quantity is produced
- CEO completing supplier survey
- Unnecessary movement of material
- Product not delivered on time by upstream process causes delays for downstream
- Excess inventory not required for current processes or orders.
- Inefficient workflow layout causes unnecessary steps to be taken.
- Any non-value added steps or measures taken within a process.

Inventory

Overproduction

Non Utilized Talent

Defects

Extra Processing

Motion

Waiting

Travel

8 Deadly Wastes

- ✓ Removing waste from business brings rapid ROI
- ✓ Gratifying feeling of accomplishment
- ✓ Cash flow available now
- ✓ Job Satisfaction

Identify and Remove Waste from Processes! Free CASH

What is a **Waste** & what is **ROI** for a Leader?



Criticize
Takes Responsibility
Bad Temper
Inspires
Arrogant
Shares Authority
Decisive
Self-centered

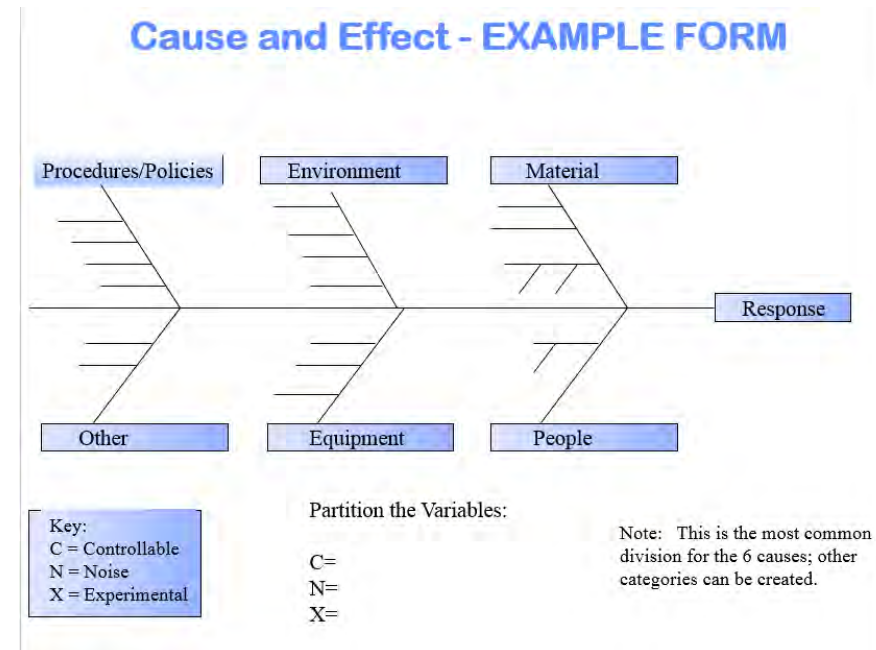
Encourages
Blames Others
Shows Patience
Intimidates
Humble
Mistrusts
Indecisive
Shows Empathy

What is this tool

Cause
&
Effect

- ✓ Stability
- ✓ Rapid Advancement
- ✓ Hunger for Learning

Fishbone – Ishikawa Diagram



Cause & Effect Analysis

- ✓ Super effective Quality Tool for Entrepreneurs
- ✓ Use it to *remove undesired effect*
- ✓ Use it to *Get Desired Effect*
- ✓ Analyze your business and achieve stability

Run your business smartly - analyze using fishbone diagram

Cause & Effect Analysis

How to apply the tool

Remove Undesirable Effects

This tool can be used for both situations – Use it for removing undesired Effects in a process

Get Desired Effects

Use this tool as a planning tool to get desired effects in a new project

Cause & Effect Analysis

- ✓ Define and describe the Effect on the Fish Head
- ✓ Draw Fish spine and bones – each representing a key factor
- ✓ Now under each factor identify and list contributing factors
- ✓ Once all the factors have been identified and placed under respective key factors – its now time to review and analyze

Complex problems can be solved using Fishbone Analysis

Cause & Effect Analysis

- ✓ Classify and label each factor as Controllable, Noise or Experimental (C , N, X)
- ✓ Controllable would be your probable causes for the desired or undesired effect
- ✓ **Noise** factors can be placed on parking lot for later
- ✓ **Experimental** can be reviewed and adjusted to make them controllable

Complex problems can be solved using Fishbone Analysis

Cause & Effect Analysis

- ✓ Review all the Controllable factors and make a list
- ✓ You can now further analyze the Controllable factors using the 5 Why method to determine if this is the Root Cause
- ✓ Know that you if you remove the root cause the effect will go away if you're trying to get rid of the undesired effect
- ✓ You will need to address all the controllable factors to get the best results

Stabilize by removing controllable factors This is your low hanging fruit.

What is this tool



KANBAN

- Organize the chaos
- Uncover workflow and process problems
- Focus on value added activities
- Stop starting and start finishing

Kanban

How to apply the tool

1. Visualize the workflow
2. Limit Work In Process
3. Manage Flow
4. Make Process policies explicit
5. Improve Collaboratively

Kanban Board



Kanban allows you to visualize your entire process

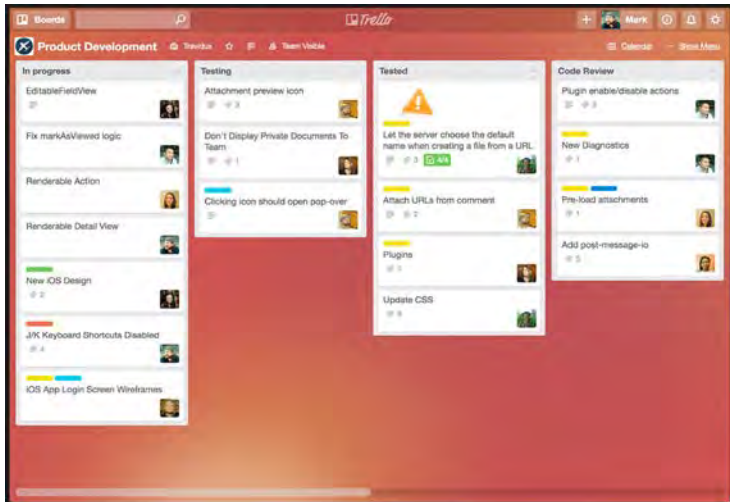


Video Explanation of Kanban

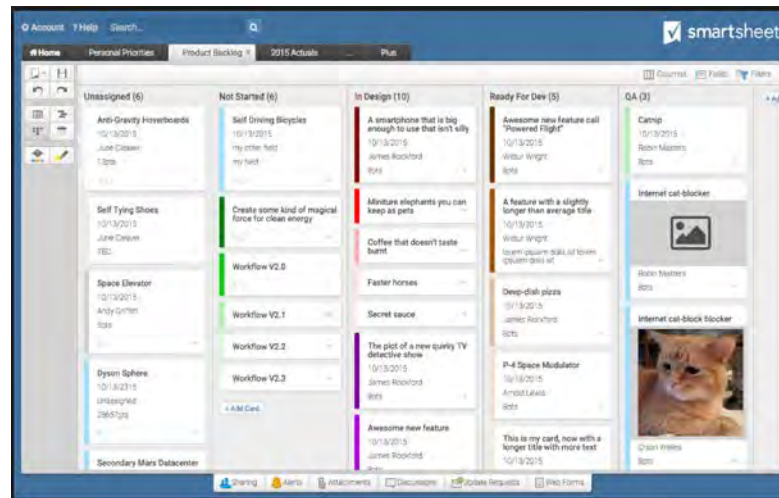
Kanban

✓ Kanban has become wildly popular online for project and task management:

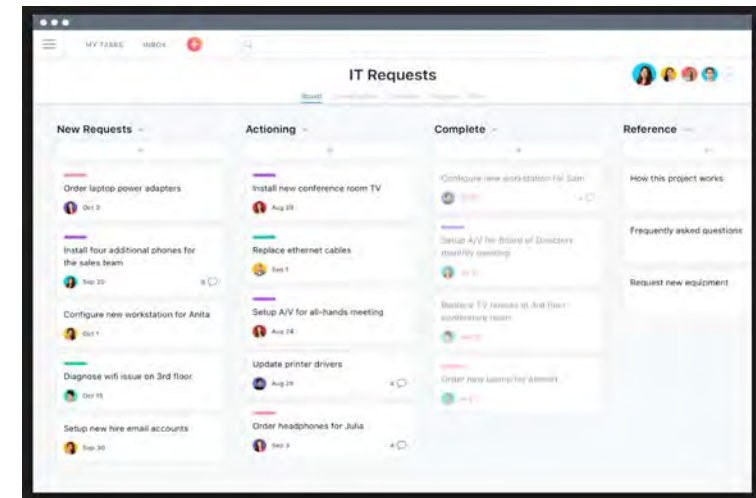
Trello



Smartsheet



Asana



What is this tool


Decision Analysis Matrix

- **Powerful decision making tool when considering multiple options and factors**
- **Takes only 5-10 minutes to complete**
- **Make informed decisions without the stress**

Picking Your Next Supplier

Factors:	Cost	Quality	Location	Reliability	Payment Options	Total
Weights:						
Supplier 1	1	0	0	1	3	
Supplier 2	0	3	2	2	1	
Supplier 3	2	2	1	3	0	
Supplier 4	2	3	3	3	0	

You've Got Your **Winner!**

Factors:	Cost	Quality	Location	Reliability	Payment Options	Total
Weights:	4	5	1	2	3	
Supplier 1	4	0	0	2	9	15
Supplier 2	0	15	2	4	3	24
Supplier 3	8	10	1	6	0	25
Supplier 4 	8	15	3	6	0	32

Let's go one step further...

Quality Life Tools



- ✓ “Living Lean”
- ✓ Positivity
- ✓ Clutter-free Life

The Secret to Success is living a life Healthy Whole & Complete

Living Lean

- Quality doesn't just apply to work. Your personal life and professional life are connected. So improve both areas.
- How can you reduce waste and become efficient in your life?"

Embody Positivity

01

Emotions are contagious. A leader's display of positivity can transform an entire company.

Use positive language patterns when communicating with your employees.

02

Focus on and celebrate employee strengths constantly. Make sure people hear 5x more often what they're doing right.

03

04

Lead with optimism, positivity, and belief. Pessimists don't change the world.



Let's Audit



Your Phone

Audit Questions

1. How many pages of apps do you have?
2. How many of those apps have you NOT used in the last 6 months?
3. How often do you use your phone?
4. Can you cut out wasteful time spent on your phone?

Action Steps

Delete apps you have NOT used in the last 6 months.

1

Take all your apps and group them into meaningful folders.

2

Move all folders onto your homepage.

3

4

Put the critical and most used apps on the taskbar.

5

Download and use a productivity app: "Productive", "Todoist", "Reminders", "Siri", "Evernote".

6

Back Up & Delete.



Q&A



Thank

You
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