

Lean Tips

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*The articles and knowledge tidbits
about Lean Management and
Quality Management were
collected by me over the years. I
hope that along with me, you will
enjoy reading, practicing, and
preaching them in your journey
towards quality improvement.*

*Lean Tips source:
<http://www.aleanjourney.com/>*

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Share Knowledge Within Your Company

If you don't share knowledge within your company, your customers will suffer. Many managers are unaware that the team that sits right next to theirs is doing some great work that that could help the business deliver a better service to customers, or open the door to a new market.

Host regular knowledge-sharing sessions – whether virtual or real; keep your knowledge management system updated and make it interactive. Or invite individuals from totally different parts of the business to team meetings and then reciprocate. Start with some of the managers. Proactive knowledge sharing is one of the key ways to remain one step ahead of your competitors – and senior people need to make the time to lead by example.

Smart Team Leaders Listen for Problems

Every organization has its share of problems. And the front line teams encounter many of these problems daily, up close, and directly. A smart front line leader wants to foster open and lively conversations about these problems, conversations that become more structured and focused on finding solutions. The leader gets the team together and listens to their descriptions of the problems that are identifying. They guide them into a problem solving process, teaching the steps and the tools at a pace that they can absorb. This listening strategy coaches the team to develop into effective problem solvers

Ensure a Penalty-Free Exchange of Ideas

In many organizations, expressing one's opinion on how to do things better may not necessarily be a welcomed activity. Management can feel threatened or pressured to act resulting in immediate resistances. And, those expressing ideas may be viewed as complainers or trouble makers. In such an environment, it doesn't take long for the potential risks of making a suggestion to stifle enthusiasm and participation in improvement oriented thinking. Ensuring a penalty-free exchange of ideas is beneficial to both the giver and the receiver of new ideas and approaches and will ensure a safe two way exchange of thoughts and ideas.