

# 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/>*

**Quality Circle Forum of India**  
Delhi Chapter

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## Show Employees Why Their Work Matters

Even employees who are passionate about their jobs can lose sight of the bigger picture if they can't see how their work impacts the company. To help boost morale, introduce them to some of the customer their work impacts. This will show them the results of their projects and provide a valuable opportunity to receive feedback from the customer. Positive reinforcement from the customer can make employees feel more connected to their work by giving them a sense of pride and ownership. It also provides greater incentive to perform well, boosts confidence in their work, and increases overall job satisfaction.

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## Create a Supportive Environment For Collaboration

If your organization focuses on rewarding employees for individual performance as the main driver of success then it will become quite hard to encourage employees to share and communicate with each other. Why would they want to?

There is nothing wrong with rewarding employees for great performance but it's also crucial to reward teamwork. For example, organizations can make a percentage of an employee's bonus tied to how well they collaborate with their co-workers. A supportive environment also means having training and education resources available for employees as well as evangelists within the organization.

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## Stop Doing Things That Run Counter to Your Desired Culture

Each day, your existing culture is either moving closer to, or further away from, the type of culture that you want it to be. Cultures are a system in themselves - they have momentum, and they are either spinning in a negative or positive direction. Desired, or undesired, behaviors and work practices are being reinforced on a daily basis by the work systems you have in place right now. Until you recognize this, you won't be motivated to identify and change those systems that are reinforcing those things that you don't really want to reinforce.