



Continuous Improvement  
Professional Development



Sample slides from the first  
module of a nine-module course.

# Lean Six Sigma Champion and Team Leader Training

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## Introduction to Continuous Improvement (CI)



# Why Are You Here?

- Without the guidance, leadership and inspiration of champions and team leaders, your organization's Continuous Improvement (CI) efforts cannot succeed



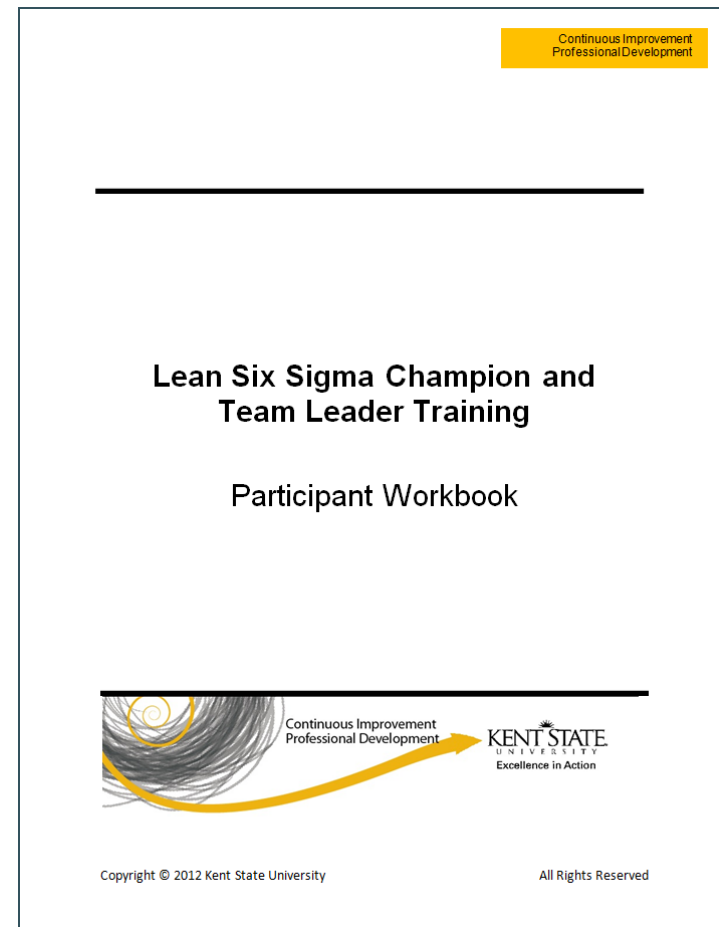
# Program Outline

1. **Introduction to Continuous Improvement (CI)**
2. Planning Your Continuous Improvement Strategic Initiative
3. Lean Six Sigma Methodology
4. Overview of Commonly Used Lean Tools
5. Overview of the Six Sigma Tools
6. Overview of Theory of Constraints Tools
7. Tracking/Managing Projects: Project Leadership
8. Building a Culture of Continuous Improvement
9. Summary

# Course Materials

## Participant Workbook

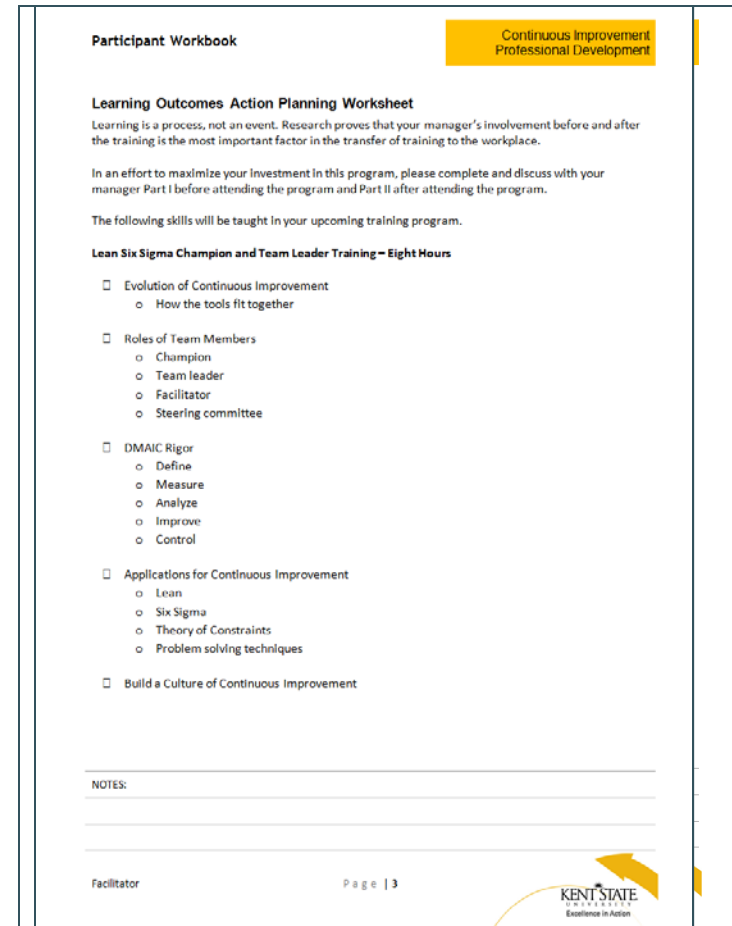
- Copies of each slide with note-taking space
- Fill-ins to document course content
- Information needed to conduct class activities



# Course Materials

## Participant Workbook

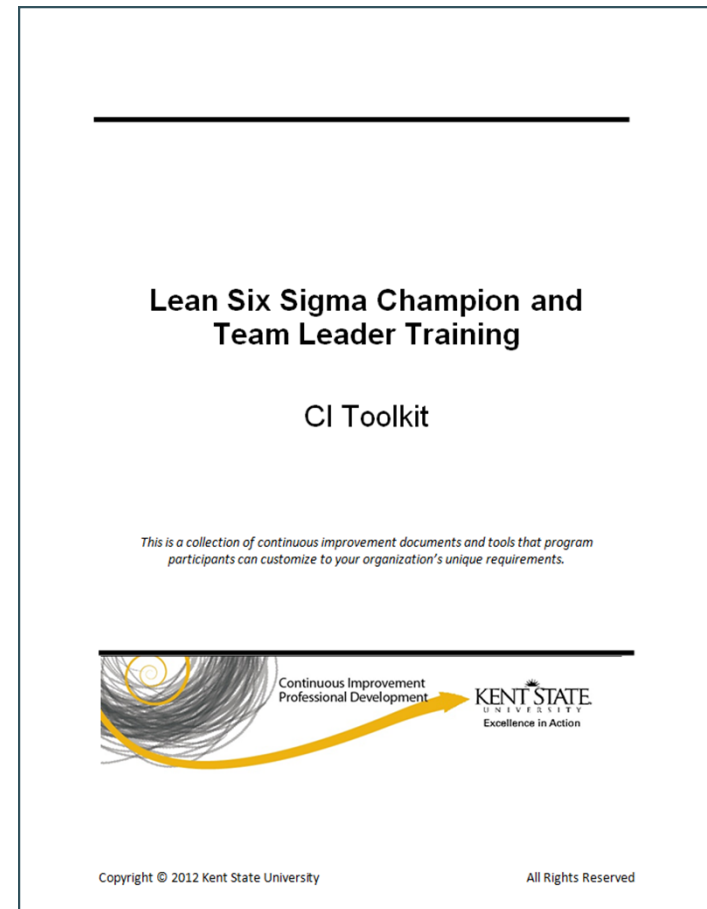
- Learning Outcomes Action Planning Worksheet
- Discuss with your manager what you learned and how you will apply it
- Greatly improves knowledge transfer



# Course Materials

## CI Toolkit

- Hardcopy provided as an in-class reference
- Electronic version provided on thumb drive to enable customization for use in your CI implementation



# Program Objectives

- Become an effective Champion or Team Leader
- Understand evolution of CI approaches
- Learn about the key CI team roles
- Explore the Define, Measure, Analyze, Improve Control (DMAIC) Rigor
- Identify and determine applications for Lean, Six Sigma and Theory of Constraints tools, analysis and problem solving techniques
- Explore how you will build a culture of continuous improvement in your organization

# Activity: Program Objectives



Participant Workbook Continuous Improvement  
Professional Development

**Module 1: Introduction to Continuous Improvement**

Your Program Objectives

Now that you've reviewed our objectives for the program, are there other personal objective you'd like to add to the list? Take a moment and think about what you would like to learn in this program. Write your objectives below, thinking about the outcomes you'd like to see from this program.

NOTES: \_\_\_\_\_

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Think about, and write down, what you would like to learn in this program.

We will discuss your topics.

2 Minutes





# Activity: Program Objectives



Participant Workbook

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**Module 1: Introduction to Continuous Improvement**

Your Program Objectives

Now that you've reviewed our objectives for the program, are there other personal objective you'd like to add to the list? Take a moment and think about what you would like to learn in this program. Write your objectives below, thinking about the outcomes you'd like to see from this program.

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Facilitator

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## Debrief:

What would you like to learn in this program?



# Your Role

## Project Champion

- Set direction
- Remove roadblocks
- Support change
- Liaison between team and leadership (steering committee)

## Team Leader

- Follow the Lean Six Sigma processes
- Plan the project
- Facilitate/manage team activity
- Communication
- Liaison between the team and the champion

# Activity: Setting the Stage for Success



- For a CI effort to be successful, you need to clearly understand what you expect to achieve
- We will discuss your responses as a group

## Activity:

Form groups of three and discuss the general reasons why your organization is undertaking a continuous improvement effort. Answer the question:

What do you expect it to do for your organization?



8 Minutes



# Activity: Setting the Stage for Success



- For a CI effort to be successful, you need to clearly understand what you expect to achieve

## **Debrief:**

Talk about your responses to the question:

What do you expect continuous improvement to do for your organization?

# Discuss: Specific CI Project Opportunities



- Share opportunities to provide examples that can be referred to in the course of this program

**What specific CI opportunities exist at your organization?**



# CI is a Process

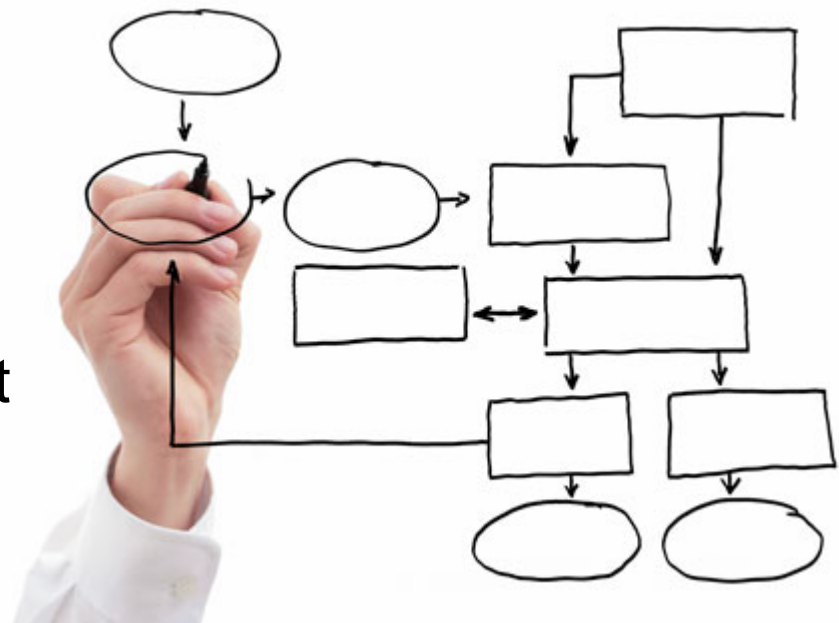
- Continuous improvement, specifically using Lean Six Sigma, is a “process,” a carefully planned and executed series of steps



- It requires “system thinking,” understanding how things influence one another within a whole

# Systems Thinking

- Requires consideration of:
  - Energy
  - Materials
  - Information
- Prevents unintended consequences, ensuring that improvements in one area won't create problems in another
- Every manufacturing, service and business process is a system



# Establish a Culture of Continuous Improvement

- All employees constantly look to improve processes, reduce waste and build their skills
- Products and services are delivered:
  - In the right amounts
  - To the right location
  - At the right time
  - In the right condition
  - At the lowest cost





# Intro to Continuous Improvement

## Questions and Answers





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## Introduction to Continuous Improvement

