

**Kaizen Event
Facilitation Manual
Define/Measure Team Meeting
(2 HOURS)**

Objectives			
	Team engagement		Understand the current state
	Project area is identified and scoped		Team has a base knowledge of Lean

Prep work			
	Review Kaizan Facilitator Manual and corresponding one-pagers reviewed		Develop Measurement Tools
	Develop Problem Statement		Book training room
	Create Measurement Plan		Ensure you have all the necessary supplies
	Find a space to set up a quality board		Develop a rough draft of a process map

Deliverables			
	Process map		Communication Plan
	A3 Report started		Quality Board location identified
	Measurement Plan		Action Plan
	Measurement tools		

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Time Frame	Agenda Item	Agenda Details	Objectives	One Pages / Templates
5 min	Introductions	<ul style="list-style-type: none"> • Welcome participants • Discuss why they are here • Discuss why they have been asked to participate • Discuss your role as the facilitator • Identify who the sponsor is and their role • Discuss the role of the project team 	<ul style="list-style-type: none"> • Start to establish a 'safe environment' • Put the team at ease • Team building 	<ul style="list-style-type: none"> • How to Start A Day With Your Team
10 min	What is Lean Six Sigma	<ul style="list-style-type: none"> • What is Lean • What is Six Sigma • 8 Wastes <ul style="list-style-type: none"> ○ Go through each waste and then ask the team for examples of each • 5 Principles of Lean • DMAIC 	<ul style="list-style-type: none"> • To give a base understanding Lean • Start to build their QI knowledge 	<ul style="list-style-type: none"> • What is Lean • What is Six Sigma • 8 Wastes • 5 Principles of Lean • DMAIC Roadmap
15 min	Brainstorming and Problem Statement	<ul style="list-style-type: none"> • Ask the group where their frustrations lie with their current process • List the concerns on a flip chart • Review the problem statement that was developed and get feedback <ul style="list-style-type: none"> ○ Does this statement capture what they articulated? ○ Make revisions as necessary 	<ul style="list-style-type: none"> • Allow for the team to voice their frustrations with their process • Get consensus on the problem statement 	<ul style="list-style-type: none"> • Brainstorming

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45 min	Create a Current State Process Map	<ul style="list-style-type: none"> Educate the team on the importance of understanding the current state Review the map you created and revise as necessary 	<ul style="list-style-type: none"> Create a visual of the process to help participants focus on the process, not the people 	<ul style="list-style-type: none"> Flow Maps SIPOC
15 min	Measurement Plan and Measurement Tool Review	<ul style="list-style-type: none"> Explain the types of measures collected Review the measurement plan that was developed Reference the process map and ask the team if they felt the measurement plan is missing any measures Revise the measurement plan as necessary Review the measurement tools created and ask the team for feedback Schedule with the team: <ul style="list-style-type: none"> Measurement test period Collection period and Measurement Check points 	<ul style="list-style-type: none"> Review and get confirmation on what and how the measures are to be collected 	<ul style="list-style-type: none"> How to Decide What to Measure Measurement Plan Measurement plan Template Sample Size Types of measures Creating Measurement Sheets

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10 min	Communication Plan	<ul style="list-style-type: none"> Decide what other staff are going to ask and craft the response together as a team Decide who is going to communicate what and when and to who 	<ul style="list-style-type: none"> Ensure everyone affected by the process understands what is being done 	<ul style="list-style-type: none"> Communications Lean Live Chat Room Communication Plan – Template
5 min	Quality Board Discussion	<ul style="list-style-type: none"> Discuss what a QB is decide where it will be located and who will take on setting it up and maintaining Discuss the materials that are to go on the QB Educate Team on the elements of an A3 report 	<ul style="list-style-type: none"> Introduce Quality Boards to the Team Communication tool 	<ul style="list-style-type: none"> Quality Boards A3 Reports A3 Report Template
10 min	Action Plan	<ul style="list-style-type: none"> Create an action plan with the team in regards to what needs to be completed from now until the next team meeting 	<ul style="list-style-type: none"> Team engagement Knowing who is responsible for what 	<ul style="list-style-type: none"> Action Plan – Template
5 min	Book Next Team Day	<ul style="list-style-type: none"> Discuss the number of consecutive days needed for the A/I team days Book team days 	<ul style="list-style-type: none"> Answer questions about what is to happen next 	