

# **Lean 101**

An Overview of Lean Six Sigma

# What is Lean Six Sigma?

- **Lean** thinking is the belief that there is a simpler, better way to identify and eliminate waste, or inefficiencies and errors, in our day-to-day work.
- **Lean** improves safety, quality, costs, efficiencies, and service delivery. Lean helps create time for quality improvement to be part of everyday routine activity.
- **Six Sigma** is a structured, data-driven approach and methodology for eliminating defects in any process.
- The fundamental objective of the **Six Sigma** methodology is the implementation of a measurement-based strategy that focuses on process improvement.



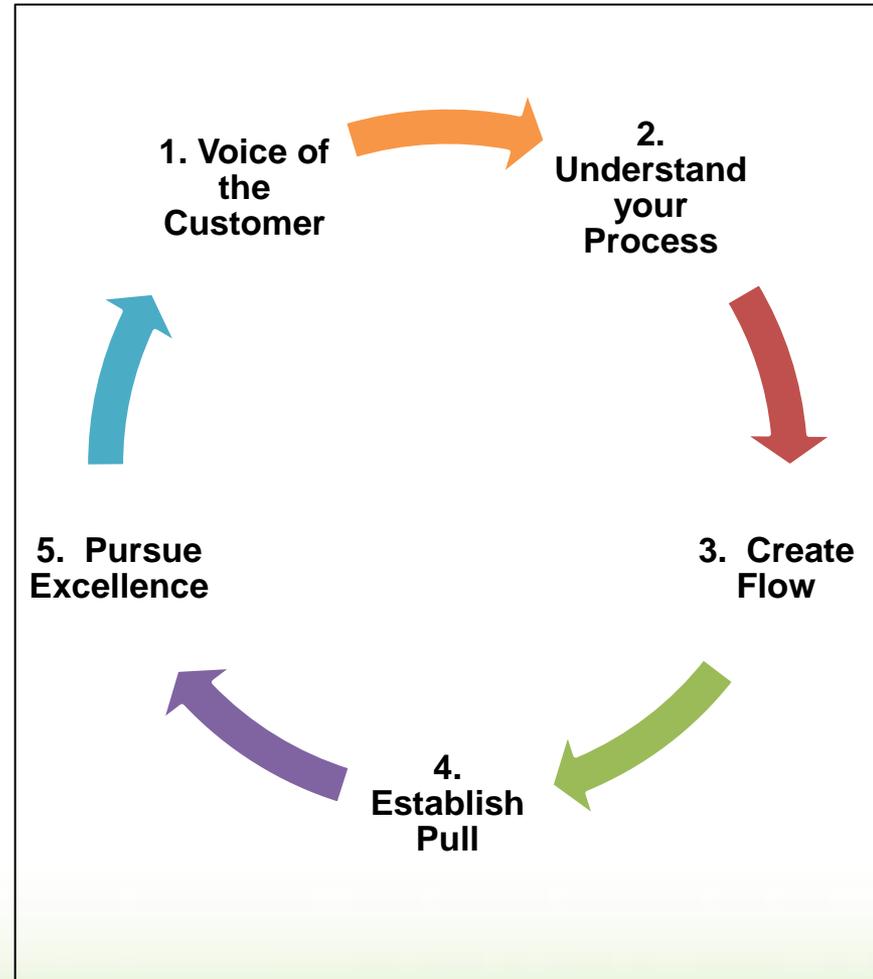
# Flow Game

# The 8 Wastes

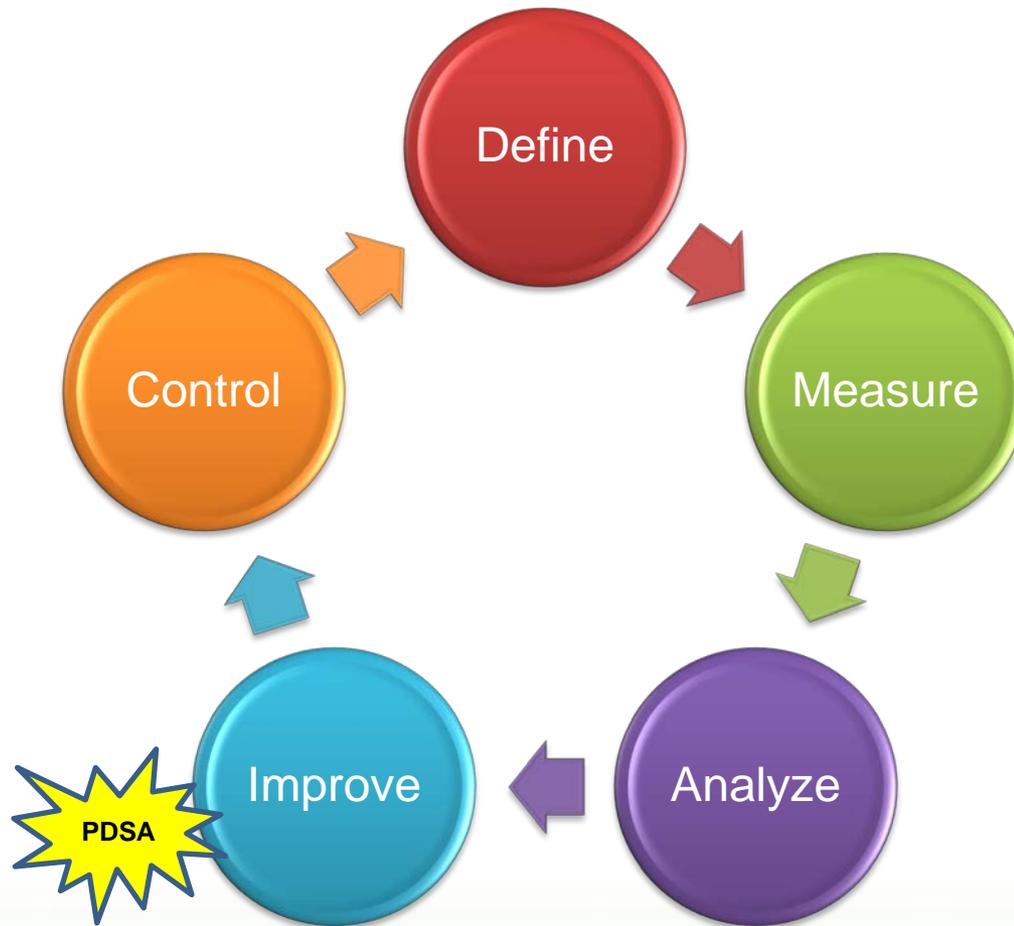


# Five Principles of Lean

- 1. Voice of the Customer:**  
Identify who your customer is and identify value from their perspective
- 2. Understand your Process**  
Process mapping or value stream mapping allows you to have a picture of your process so you can begin making improvements.
- 3. Create Flow**  
Flow is about moving people through a service process—one at a time, without stopping or waiting.
- 4. Establish Pull**  
Having a system of pull means you only supply what the customer wants, when they want it.
- 5. Pursue Excellence**  
Lean is not a one-time event but rather a journey to continually improve our processes and always strive to supply the customer with value, from their perspective.



# DMAIC Cycle



# DMAIC Cycle

PHASE	DESCRIPTION
DEFINE	Define the problem/opportunity, goals and benefits of the project.
MEASURE	Map the current process, measure current state, gain the voice of the patient/client/resident, and establish baseline performance. This phase is about understanding the process and creating a baseline to measure future changes in the systems or processes.
ANALYZE	Complete an analysis of your baseline measure(s) which should “tell a story”. What is the root cause?
IMPROVE	Brainstorm solutions and improvements that best address the root cause(s) and then test and implement them.
CONTROL	Embed the new process so that things do not slip back to the old way of doing things. This is completed by verifying the controls that have been put in place and implementing any other controls that are necessary to sustain change. This is the most important part of the cycle

# Past Projects

- Projects have been completed in many areas including:
  - ▶ Acute Care
  - ▶ Home Care
  - ▶ Provincial Clinical Services
  - ▶ Mental Health & Addictions
  - ▶ Primary Care
  - ▶ Public Health
  - ▶ Long Term Care
  - ▶ Extended Care

# Thank You!



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