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# The Lean Gazette

April 2011

Volume 5

Issue 4

## Director's Chair



**Bob Golitz,**  
Executive  
Director

### Allow Me to Introduce...

I want to take this opportunity to more formally introduce our newest members. I'm sure you've seen them mentioned before in our previous newsletters, but now I want to take a moment to tell you a little more about them. These are some remarkable companies that will not only add to our "strength in numbers" but it will help to give diversity and add different perspectives within our consortium.

[Click to read more.](#)

## Steve Williams of Harbinger Sign Joins Board of Directors of International Sign Association



**Steve Williams**

by: Tracey Cook, CAE

Steve Williams, President of Harbinger in Jacksonville, recently joined the Board of Directors for the International Sign Association. He represents the National Sign Company Division. As a third-generation leader of the family-owned sign manufacturer, Williams literally grew up in the business, which was formerly known as Quality Sign Company. Williams graduated from the University of North Florida with a degree in graphic design.

Under his leadership, Harbinger has grown by implementing cutting-edge lighting technology and LEAN manufacturing principles.

As the sign industry's leading trade association, International Sign Association promotes and improves the worldwide sign industry through educational, advocacy, and networking initiatives.

"We are thrilled to have someone with Steve's experience join our Board of Directors," said Lori Anderson, ISA President and CEO. "All of our board members are key leaders in their companies and still find it important to dedicate time to the industry. Our industry is stronger because of it."

## In This Issue

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Florida MEP Event

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## New Member

Vistakon

## April Lean Leader Meetings

4/19 @ WorkSource

1:00pm - 3:30pm

4/20 @ Triumph/ARC

1:00pm - 3:00pm

## JLC Exec Forum #2:

Dr. Toussaint  
Symposium



# What's in it for me? Gaining physician buy-in to improvement

by: John Toussaint, MD

*Deep within every doctor, a scientist lurks, says Dr. John Toussaint, Managing Director of healthcare organization Thedacare, and tapping into that inner scientist is one of the keys to getting physicians actively engaged in improvement. In this article, Dr. Toussaint looks at what it takes to get physicians on board.*

The healthcare system needs to change. The rate of cost increases are unsustainable and are threatening the financial viability of every nation in the world. But we can't get the system to change unless we can get the doctors to change. Having been on a ten year journey to radically improve care and reduce cost there are a few simple lessons that I've learned about working with physicians:

[Click here to continue reading.](#)

## Calendar

# April 2011



Mon	Tue	Wed	Thu	Fri
				1 Kaizen Facilitator @ JLC 8am - 4pm
4	5	6	7	8
11	12 Lean for Manufacturing @ JLC 8am - 4pm	13	14 Lean for Office @ JLC 8am - 12:30pm	15
18	19 LLM @ WorkSource 1pm - 3:30pm	20 LLM @ Triumph/ARC 1pm - 3pm	21 Process Failure & Effect @ UNF 8am - 4pm (Two Day Course)	22
25	26 Intro to 5S @ JLC 8am - 12:30pm	27	28	29
Lean Six Sigma Green Belt Training @ UNF 8am - 5pm				

## John Toussaint, MD

As president and CEO of ThedaCare, Dr. Toussaint introduced the ThedaCare Improvement System (TIS), which is derived from the Toyota Production system. This model of continuous improvement helped save millions of dollars in healthcare costs by reducing patient errors, improving outcomes and delivering better quality care at a higher value.

### Information

Date: Tues, May 3rd 2011

Time: 5:30pm - 8pm

Where: UNF University Center

### Admission

JLC Members: \$45

Non-Members: \$65

## Building a Dream Team Workshop



Joe Barto

This workshop will show how to effect a cultural change that will sustain a LEAN journey. It will provide steps to maximize engagement and organizational/team stability through goal alignment, leader development, team engagement, overhead reduction and improved employee performance.

### Information

Date: Thurs, May 5th

Time: 8am - 4pm

Where: Bahri Dental Group

### Admission

JLC Members: \$110

Non-Members: \$150

## Next Month

# May 2011



Mon	Tue	Wed	Thu	Fri
2	3 JLC Exec Forum 2: Dr. Toussaint Symposium @ UNF 5:30pm - 8pm	4 Intro to 5S @ JLC 8am - 12:30pm	5 Building a Dream Team Workshop @ Bahri Dental Group 8am - 4pm	6
9	10 Lean for Manufac- turing @ JLC 8am - 4pm	11	12	13
16	17 LLM @ TBD	18 LLM @ BCBS-FL 1pm - 4pm	19 Geometric Dimensioning & Tolerancing @ UNF 8am - 4pm (2Day Event)	20
23	24	25	26	27
30 Memorial Day!	31			

## Model Based Enterprise Supplier Education & Training Summit



A Model Based Enterprise (MBE) Supplier Education and Training Summit is being held on May 18, 2011 at the World Center Marriott in Orlando, Florida. This MBE Summit is being organized by the National Institute of Standards and Technology Manufacturing Extension Partnership (NIST MEP), with sponsorship and support from NASA, via the Kennedy and Marshall Space Flight Centers; and the DOD, via the U.S. Army Manufacturing Technology (ManTech) Program. The Orlando World Center Marriott has been chosen as the venue for the workshop in conjunction with Manufacturing Innovations 2011, a Manufacturing Extension Partnership annual event, being held May 14-18, 2011.

[Click for more.](#)

Sincerely,

Virginia Dana Fees  
*Marketing Specialist*  
Jacksonville Lean Consortium

## Upcoming Event



When: May 14th - 18th  
Where: Orlando Marriot  
World Center

[Click here for more info.](#)

### Quick Links

- [JLC Website](#)
- [Member Application](#)
- [UNF Cont Ed](#)

### Monthly Quote

"To face tomorrow with the thought of using the methods of yesterday is to envision life at a standstill. To keep ahead, each of us, no matter what our task, must search for new and better methods - for even that which we now do well must be done better tomorrow."

James F. Bell

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