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# The Lean Gazette

May 2011

Volume 5

Issue 5

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## May Lean Leader Meetings

5/17/2011 @ JTA 1:00 - 4:00 PM  
 5/18/2011 @ BCBS-FI 1:00 - 4:00 PM

## Lean for *Our* Office

by: Virginia Dana Fees



Ever heard that age old saying that those who can't do it teach it? Our office over the past year had gotten to the point that people had begun to think that about us! And we're the Lean Consortium! We are excited to finally be drinking our own Kool-aid! "Oh Yeahh" The first thing, create a visual workplace. We now have two charts on the wall. One is to monitor our monthly Lean Leader Meetings; the

## Director's Chair

One of the Jacksonville Lean Consortium's main goals is to provide "added value" to our members and our community by bringing well known Lean Leaders to speak and share their knowledge and experiences gained with us. Launched this year, our Executive Forum Series began with Michael Hoseus, Executive Director for Quality People & Organizations and co-author of Toyota Culture, who conducted a one-day workshop on The Role of Leadership in Lean Transformation in February. On May 3rd, John Toussaint, MD, CEO, ThedaCare Center for Healthcare Value & co-author of On the Mend was our keynote speaker at our Lean Healthcare Symposium. During the week of June 13th, Jim Womack often referred to as the Father of Lean in the US and author of several books, including Lean Thinking will be visiting Jacksonville and the JLC. (Jim's schedule will be announced shortly.)



Bob Golitz,  
JLC Executive  
Director

Click [here](#) for entire article.



other is to monitor our progress on all the other events/training classes. We have it color coded, chronological, and it's our visual checklist of processes for each event. See the two pictures below. Other visual charts for Lean Leader Meetings and NIST Surveys are under development.

MAY-LLMs	
Host	JTA BCBS-FL
Address	100 N Myrtle Ave Jax, FL 32203 4800 Deerwood Campus Pkwy Jax, FL 32246
Date	Tues 17 <sup>th</sup> Wed 18 <sup>th</sup>
Time	1:00 - 4:00 PM 1:00 - 4:00 PM
Min-Max # to Date	10 - 15 10 - 30
Topic	Inventory Levels - Panel Discussion Creating a Lean Certification training program
PPE	NO Tobacco Free Facility!
Tour	YES NO
Food	NO NO
LLM Email 2 <sup>nd</sup>	
LLM Email 3 mo Calendar	May 12 May 12
Agenda	May 12 May 12
Handouts	May 13 May 13
Reminder Email w/ Directors Sign-in Sheet	May 16 May 17 May 17 May 18

[Click](#) to continue reading.

## Quick Links

- [JLC Website](#)
- [Class Descriptions](#)
- [Membership Application](#)
- [2011 AME Conference](#)

## Monthly Quote

The character and qualification of the leader are reflected in the men he selects, develops and gathers around him. Show me the men and I will know their leader. Therefore, to have loyal, efficient employees - be a loyal and efficient employer.

**-Arthur W. Newcomb**



## Workarounds

by: Rey Coll, JSO

Every process grows up in an ad hoc fashion and ends up looking more like a pretzel than a value stream. Often, this is the result of an error that's patched with a temporary workaround that, after a couple of days, becomes the standard way of doing business. To the right is a workaround from my office building.

Of course, if the drain ever backs up and someone doesn't check it before they leave the restroom, we've got a very expensive water cleanup.

- A problem arises...
- In the haste to solve the problem and finish the job, a workaround is used.
- In the day-to-day crisis management that arises from this kind of behavior, no one goes back to determine the root cause and mistake proof the solution.
- The workaround becomes the standard way of doing business.

[Click](#) to read entire article.

# MAY 2011



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

# June 2011



Mon	Tue	Wed	Thu	Fri
		1	2 <b>5S Facilitator @ JLC 8 AM - 4 PM</b>	3
6	7 <b>Lean for Manufacturing @ JLC 8 AM - 4 PM</b>	8	9 <b>Lean for Office @ JLC 8 AM - 12:30 PM</b>	10
13	14 <b>LLM @ TBD</b>	15 <b>LLM @ TBD</b>	16	17
20	21	22	23 <b>Lean Six Sigma Green Belt Training @ UNF (wk 2) 8 AM - 5 PM</b>	24
27	28	29	30	



The Global Voice of Quality™

## ASQ & JLC Joint May Meeting

You'll hear from not one, not two, but three outstanding speakers! Steve Clapp will provide an overview of ASQ for our JLC guests, followed by Bob Golitz with an overview of the Jacksonville Lean Consortium and what it can do for local businesses, agencies and organizations. He will also present some local success stories. Finally, Herb Schubert will present a Lean Review case study from CSX.

**Date:** Thursday, May 19th

**Time:** 5:30 - 8:00 (5:30 - Sign-in and Networking; 6:00 - Announcements and Dinner; 7:00 - Program)

**Location:** The Marriott - Southpoint; 4670 Salisbury Road, Jacksonville, FL 32256

**Cost:** \$20 in advance for members, \$25 for non-members, \$25 at the door.

To pay in advance, please use the following link: <http://www.asq1506.org/Jobads/Payment.htm>

Please RSVP to Jane Wahl via e-mail reply or call 904-443-4907 by COB 5/13/11.

[Forward email](#)



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