

Human Side
28FEB06

- Craig Boewe
- Robert Rowen
- Terry Begnoche
- Jim McNeely
- David Csokasy
- Paul Parent
- Mike Schaffner

Attendees

- Mike, had about 20 participants
- Showed them about Value Stream Mapping
- About 25% are SME members
- The rest are local companies
- A lot of these were last minute sign-ups
- The sessions are about 3 hours
- 125 non-member
- Chapter 77
- We want to be the local resource
- Be the contact person
- Make it visible
- For Chapter
- Terry would like a short writeup
- These collaboration is also a thrust for AME
- How can chapters be nodes
- Being locally represented

Colorado

- They had some examples
- They had senior engineers come on the floor
- They realized the specs couldn't be built

WesTech last year

- Try to keep management out of the meetings
- People were saying things that they wanted him to hear
- Had one and he was a target for most of the discussion
- It was hard to diffuse
- It might give the impression they don't trust the people
- He wasn't answerable to anyone on the team
- He took some to-do's and didn't follow-up
- We seem agreed that NOT having top management at the Zaizen event
- Sometimes if you have multiple managers they balance each other out
- Make sure you understand the cast of characters around the table
- You have to trust the client, that they will pick the right people
- They will discuss the choices before the meeting
- When you are talking to the client, make sure they understand the needs

Competitive or
distrusting environment

- No real agenda tonight
- Interesting item on Purdue Medical Engineering
- Last Tuesday Craig presented to local chapter
- Paul, the new job has been an adventure
 - culture is definitely a factor
 - means slow starts
 - Family company
 - Doing a set-up reduction event tomorrow
- It was nice that Pam could join us last week
- We would still be interested in the assessment
- Craig, moving along possibly getting a higher level of management involved

Discussion

- Anyone done a Kaizen event in an office environment
- Jim, a few years back did one on engineering change process.
- Jim, it was with GM used synchronous workshop process
- You have to do some digging when you are in a different environment
- The process was complex and took time to get it to the floor
- Paul, HR manager and changing job descriptions
- Paul, did paper flow in a manufacturing floor
- Offices aren't as "visible"
- When Jim was doing estimates
 - GE called and asked why it took so long
 - It's mostly the approval processes
 - Each approver wanted a day
 - There were some three weeks of approvals
- Anyone can do a map
 - Verifying it is a pretty rude awakening
 - If you can get about 80% first pass for only 20% of the time
 - As continuous improvement takes hold you clean it up
 - There can be 4 or 5 corrections to get a procedure
- Paul
 - The first wave can be effective
 - the following waves take more time to bear fruit
- Value Stream Mapping is a great tool for office products
- Typical for many things VSM first look is often 90-95% waste.
- Even though they have looked 3 or 4 times, they still find new opportunities.

Office Environments