

Human Side  
31JAN2006

- Attendees
  - Craig Boewe
  - Robert Rowen
  - Terry Begnoche
  - Jim McNeely
  - Lorelei Hudspeth
  - James Garrick
  - Rodney Grover
  - Mike Schaffner
  - David Csokasy

Body of Knowledge

- Sort of a index like the CASA Wheel
- Shows relative importance depending on the level

Craig

- Met a guy from Moen (faucets, etc)
- In N.C.
- Wants to join the call, but tied up tonight
- They aren't casting yet
- Got a hold of the book "Blink"
  - That first look or feeling about something
  - Got examples
  - Sometimes we get so deep into LEAN
  - Did we set some ideas in motion without proper ground work
  - Even if our initial reaction is right
  - Malcome Gladwell
- Craig, with long cycle time I'm seeing value of flexible operators

Allison Transmission

- Ann does a great presentation
- Ann Schrieder
  - Director of Industrial Engineering
  - Story of how they are still on the journey
- She has a video
  - changed the terminology
  - In order to get UAW to buy-in
- Helped install 240 cells
- She got the chance to spend 6 months in Japan
- The floor has been realized, but the back office not so much

Webinar

- presenting to the chapter in February Craig
- Mike, I'm also developing 4 seminars for the chapter in Denver
- Possibly use the Fed-ex center in Memphis
- Do a chapter event with a couple of chapters
- Arkidin system is a phone in and log in
  - Expensive?
  - \$5 a connection
- We can experiment on the 14th
  - Myers-Briggs
  - Dave C. has a better link for description

Next Week

Continue Assessment Tool Discussion

Assessment Tools

organization assessments

- That's how we got talking about "Blink"
- It also lead to the discussion about assessment tools
- Mike has used the DISC in the past
- we were trying to lay the foundation for teams
  - Are they motivators
  - it seemed like a fun exercise
- people seem to accept the personality tests
- people seem to get more hung up on the score
  - worry more about the score that what is it telling us about the organization
- This is a facilitator problem
  - You have to get to the "so what"
  - On 1-5, need to get them reality based
- and the next year, having to explain to management
  - And what is really interesting is if they lie or don't take it seriously the first year
- But now that they understand more
  - People really think they are being honest
  - They can't score themselves better
- One department will stick out
  - We see it with enterprise assessments
- People hard and working that don't see improvements
- They get it
  - Leaders that are involved, not just looking at the numbers
  - Often they can run it themselves
- This is where the real learning takes place
  - Getting people to assess after a while
  - Helping to get people to "LEAN Thinking"
  - It's helpful if the organization wants it to be helpful
- we can seem to detect if they are engaged
  - We have the (vendor) do it ahead of time
- team building
  - MB is useful to understand the change process
  - knowing where resistance will come from
- Well organized
  - 4 interviews
  - Jamie Flinchbaugh
  - At least the first two admit they missed the cultural change issues
  - learning between comfort/fear has a "zone" model
- One approach is "do nothing"
- We can capture that as well
  - There are a lot of situational things
  - Experience creates a tool