

How to Flip the Conventional Lean Six Sigma Classroom Approach and Get Better Results

Presented by Tracy O'Rourke & Elisabeth Swan
Managing Partners at GoLeanSixSigma.com



About Our Presenters



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Managing Partners, GoLeanSixSigma.com

Our Mission and Core Values



Mission: Revolutionize the way people learn process improvement - making it easy for everyone everywhere to build their problem-solving muscles



Cultivating Community

We create an inclusive and positive space where people around the world connect with each other to learn and grow.



Servant's Heart

At our core we are here to be of service to others as guides and teachers to encourage people's success.



Trailblazing Spirit

We have the courage to challenge and inspire each other to create a constant state of awesomeness.



Today's Agenda



- The traditional classroom approach
- The "Flipped Classroom" approach
- Why it works and why it's better
- Flipped classroom options and agendas



Learning Objectives



By the end of this session you'll be able to:

- Describe the Flipped Classroom approach
- Identify options to apply the approach
- List activities that will deliver better results
- Know a bit about your nearest chair-mates!



Traditional Classroom



Classroom Lecture

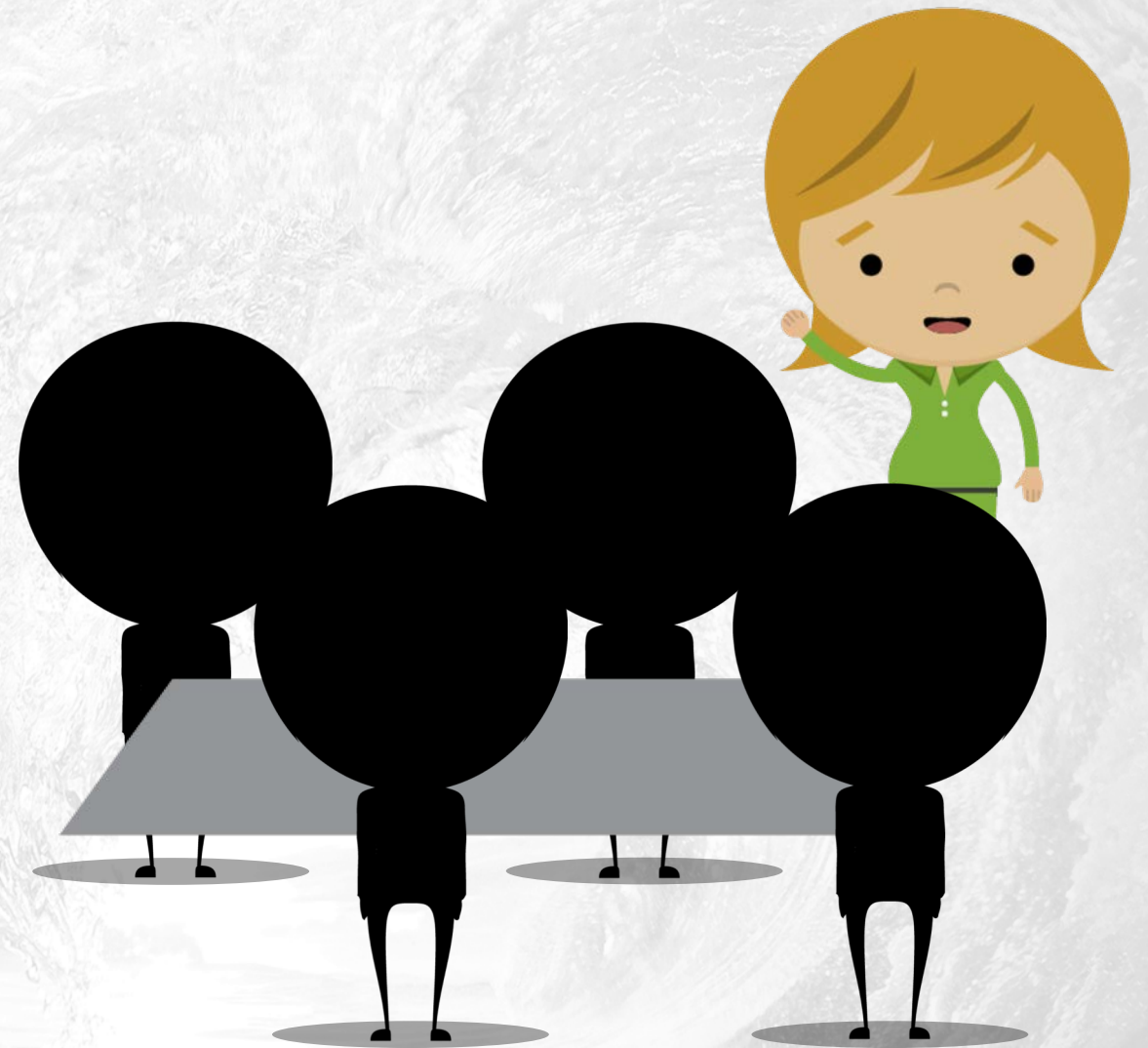


Homework Activities

What Is a Flipped Classroom?



Online Modules



Practice Activities



Question for You!



What challenges do you see with classroom training?



Where Learners Struggle – What We See



Making the jump from concept to application

How does
this apply to
my work?

???



What Do You See as Flipped Classroom: Learner Benefits?



- **Customized:** Learner's complete online modules at their own pace
- **Accessible:** Material is available beyond the classroom, anytime or anywhere
- **Supported:** Instructor assistance is available to help apply concepts
- **Interactive:** Less lecture and more interaction with student peers
- **Productive:** Project work completed in class



Here are some Flipped Classroom: Instructor Benefits

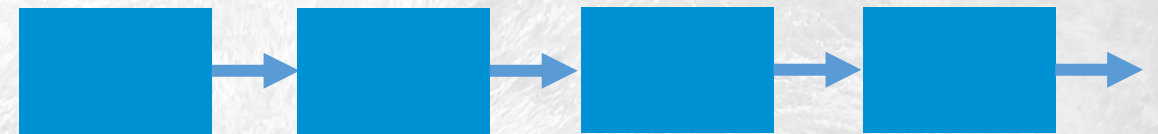


- **Accessible:** Content is always available
- **Supported:** Increased time available to support application
- **Engaged:** More learner involvement
- **Practical:** Better project application
- **Results Oriented:** Better project outcomes

What We See in Organizations



Classroom Resources



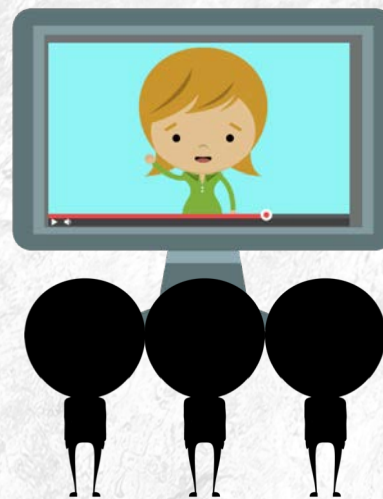
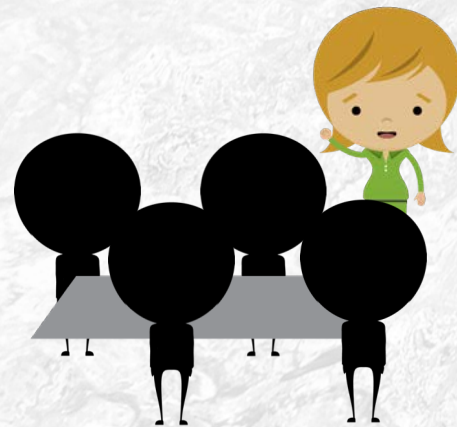
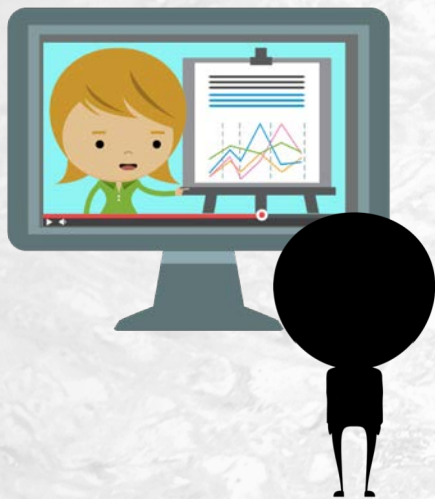
How
does this
work??



Application Suffers

Scalability

Flipped Agenda Options



Project Charter			
Project Name: Bahama Bistro Lunch Order Cycle Time			
Problem Statement		Business Case & Benefits	
In the last 3 months we have been receiving customer complaints about how long the food is taking to be delivered during lunch time. Current cycle time average is 28 minutes. If this continues we may lose our business customers who are on a tighter vacation schedule than our vacationers. We could lose revenue.		Cycle Time improvement in our food orders for lunch would result in an enhanced client experience. Cycle time improvement could also translate into monetary benefits because we may turn tables quicker and seat more customers, which will increase revenue.	
Goal Statement		Timeline	
Reduce the cycle time to deliver sandwiches, salads and soups from an average of 13 minutes to 11 minutes or less. Reduce the time to deliver entrees from an average of 28 minutes to 20 minutes or less by May 10th.		Class Define: January 14th	Actual January 18th
		Measure: April 12th	March 12th
		Improve: May 12th	April 12th
		Control: June 4th	May 12th
Scope		Team Members	
Process Start: Customer arrives at cafe		Process	Time Committed
Process End: Deliver order (or pickup)		Team Lead	25%
In: Food items served, process steps, length of cook time, relocation of staff resources		Sponsor	15%
Out: System upgrades and additional hiring, vendor processes and food delivery schedules.		Team Member	15%
		Team Member	10%
		Team Member	10%



Online Modules, Videos, Blogs

In-Class Application and Discussion

Instructor Lead Group Coaching

Project Based Application

Site Visits or Tours

Design Flipped Classroom Options



Onsite:
Two 4-hour
sessions
or
Online:
Three 1.5-hour
sessions

4-6 weeks



Onsite:
Five 3-hour
sessions
or
Online:
Five 1.5-hour
sessions

8-12 weeks



Onsite:
Five 3-hour
sessions
or
Online:
5 1.5-hour
sessions

10-12 weeks



Onsite:
Three 3-hour
sessions
or
Online:
4 1.5-hour
sessions

6-8 weeks

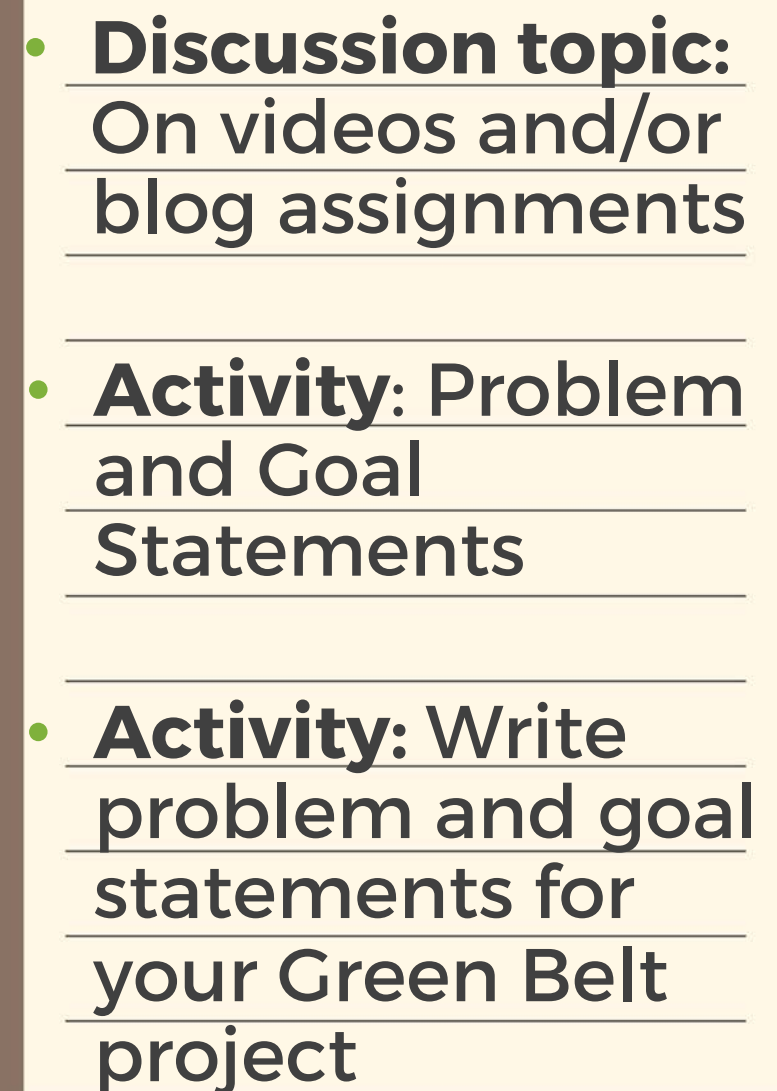
Example: Flipped Classroom Agenda



Pre-Work Agenda

- Define Phase
- Complete online material
- Watch assigned videos
- Read blogs
- Assignment for in-class discussion and review

In-Class Agenda

- 
- **Discussion topic:** On videos and/or blog assignments
 - **Activity:** Problem and Goal Statements
 - **Activity:** Write problem and goal statements for your Green Belt project

Define Phase Self-Directed Assignments



Modules to Complete:

- Introduction and Define Phase Modules (7 hours)



Videos to View:

- [Meals Per Hour](#) (6.5 minutes)
- [Process Walks – Bid Solicitation Process](#) (15 min)
- [Pre-approval for Travel Process](#)



Assignment Due Before the Define Phase Group Session:

- [Project Selection Tool](#)
- Submit this assignment to your instructor via e-mail on the due date

Opening Exercise Example



Discussion Topic: Voice of Customer

- Pair up and share a **bad customer experience** you've personally encountered.



Activity Example



Voice of the Customer Translation Matrix



Customer Comment

What are they saying?

**“Your
website is a
pain to use!”**



Identifying the Issue

What's the priority?

Ease of use



Customer Requirement

What's the measurable target?

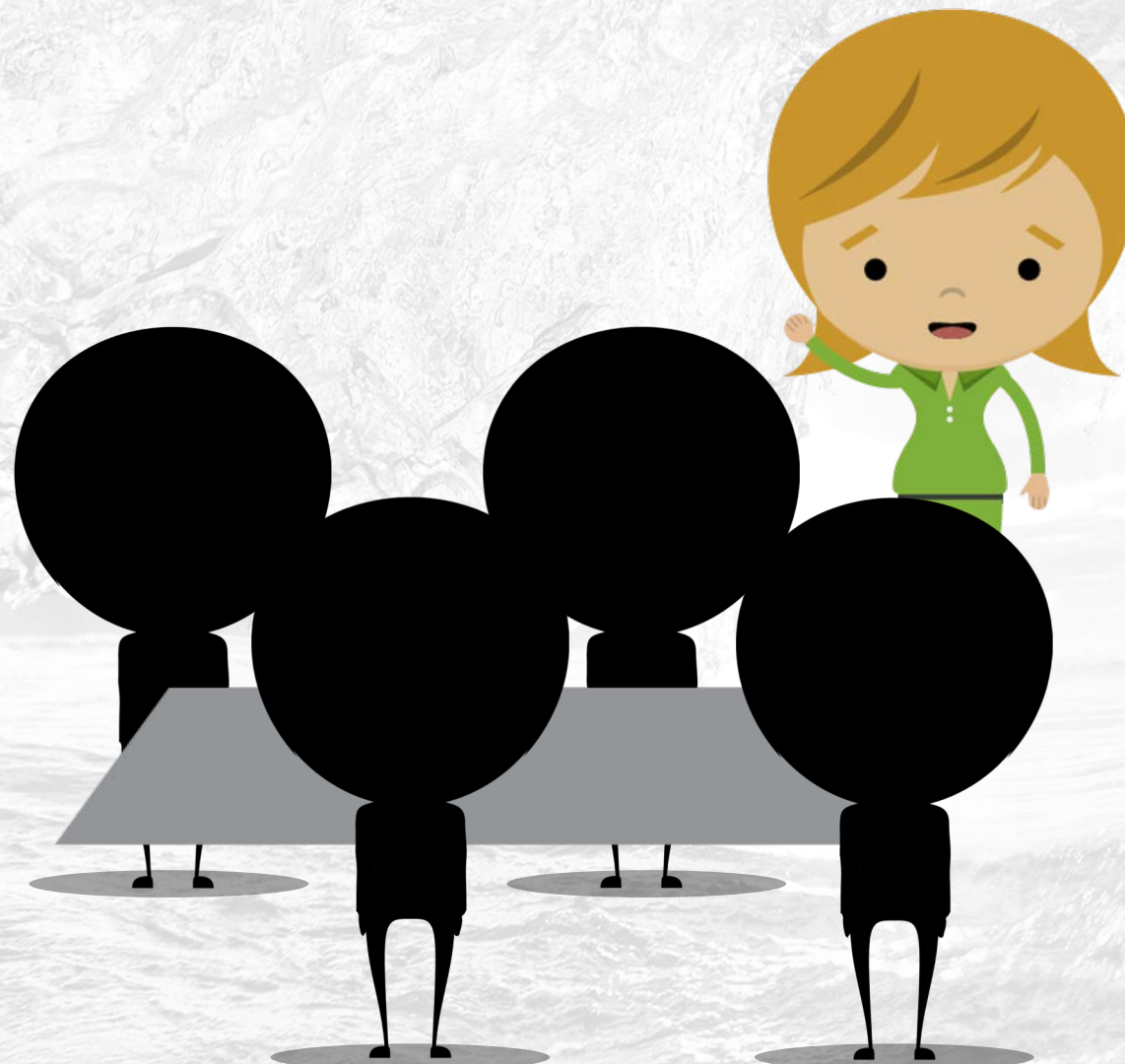
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Project Based Activity



- Build a VOC Translation Matrix for your project
- Be ready to discuss and share with the group



Activities To Drive Results



Define:

- Problem and Goal Statements
- Building a SIPOC

Measure:

- Data Collection Plan
- Pareto Charts and Histograms

Analyze:

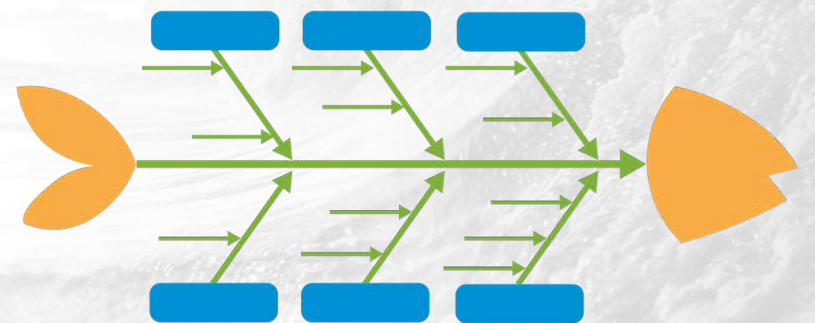
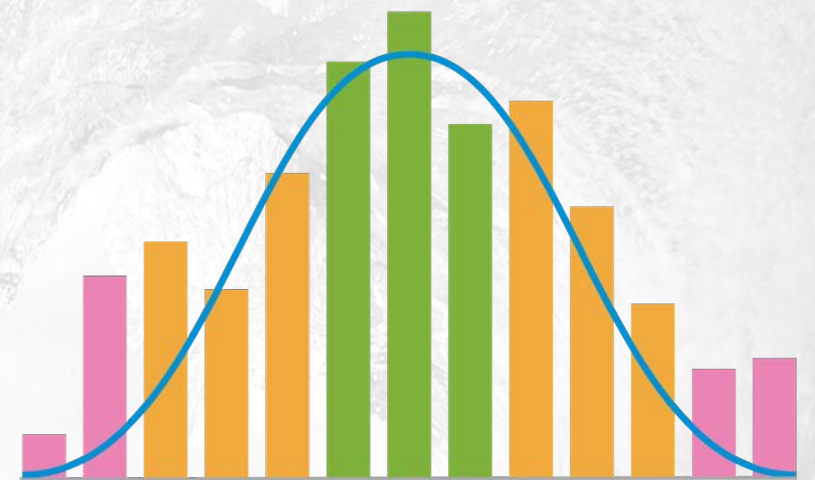
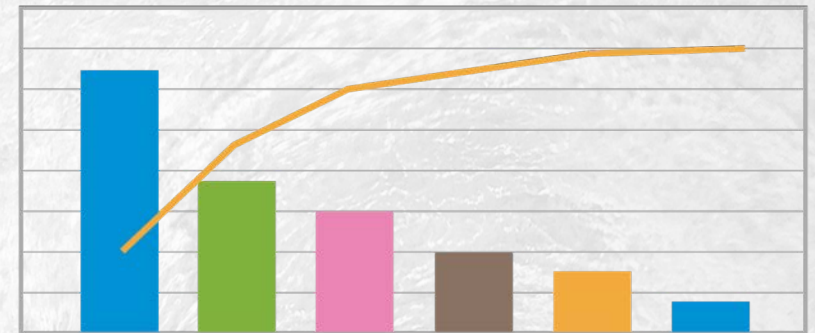
- Affinitize Root Causes
- Fishbone Diagram

Improve:

- Building a Visual Board
- Design a Work Cell

Control:

- Monitoring and Response Plans



King County Success Stories Flipped Classroom



How Lean Six Sigma Reduced Travel Expense Approval Time by 94%

With Eunjoo Greenhouse & Valerie Ceban | Lean Six Sigma Success Story



Tracy O'Rourke Eunjoo Greenhouse Valerie Ceban

SUCCESS STORY 



Improving Position Eligibility by Identifying & Reducing Waste

With Kimberly Fleming | Lean Six Sigma Success Story




Tracy O'Rourke Kimberly Fleming

SUCCESS STORY 



Reducing Cost Center Addition Lead Time by 40%

With Megan Rulien | Lean Six Sigma Success Story



Tracy O'Rourke Megan Rulien

SUCCESS STORY 



How Lean Six Sigma Makes It Easier for Veterans to Be Suppliers for Government

With Jim Shoemaker | Lean Six Sigma Success Story



Tracy O'Rourke Jim Shoemaker

SUCCESS STORY 

Check out more success stories from Go-Getters just like you at GoLeanSixSigma.com/Success

Examples of Results: UC San Diego



UC San Diego EXTENSION



- Online Lean Six Sigma Green Belt
- Online training modules, discussion boards, assignments, videos, blogs, and webinars
- 12 weeks duration

What's Next After Completing Training?



How to Flip the Conventional Lean Six Sigma Classroom Approach and Get Better Results


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Elisabeth Swan

WEBINAR





More Resources Leads to...



- Work with more teams to get results



- Develop internal coaches & leaders



- Get more project results



- Celebrate more success!

Call to Action



- Think about opportunities to free up resources
- Watch free webinars for ideas
- Check out sample Flipped Classroom agendas
- Start flipping!



Today We Covered



- The traditional classroom approach
- The "Flipped Classroom" approach
- Why it works and why it's better
- Flipped classroom options and agendas



Just-In-Time Café Podcast



Building Better Government With a Lean Fellowship Program

With Hollie Jensen, Director of Continuous Improvement, State of Washington



Elisabeth Swan Hollie Jensen Tracy O'Rourke

PODCAST  goLEANSIXSIGMA.com



Leaning Into Lean Leadership in Government

With John Dickson, Chief Operations Officer at Spokane County



Tracy O'Rourke John Dickson Elisabeth Swan

PODCAST  goLEANSIXSIGMA.com



Using Lean to Build Government's Capacity to Do More Good

With Ken Miller, Author of *We Don't Make Widgets*



Tracy O'Rourke Ken Miller Elisabeth Swan

PODCAST  goLEANSIXSIGMA.com



How Effective Lean Leaders Model the Way

With Danielle Hinz, Chief Procurement Officer - King County



Tracy O'Rourke Danielle Hinz Elisabeth Swan

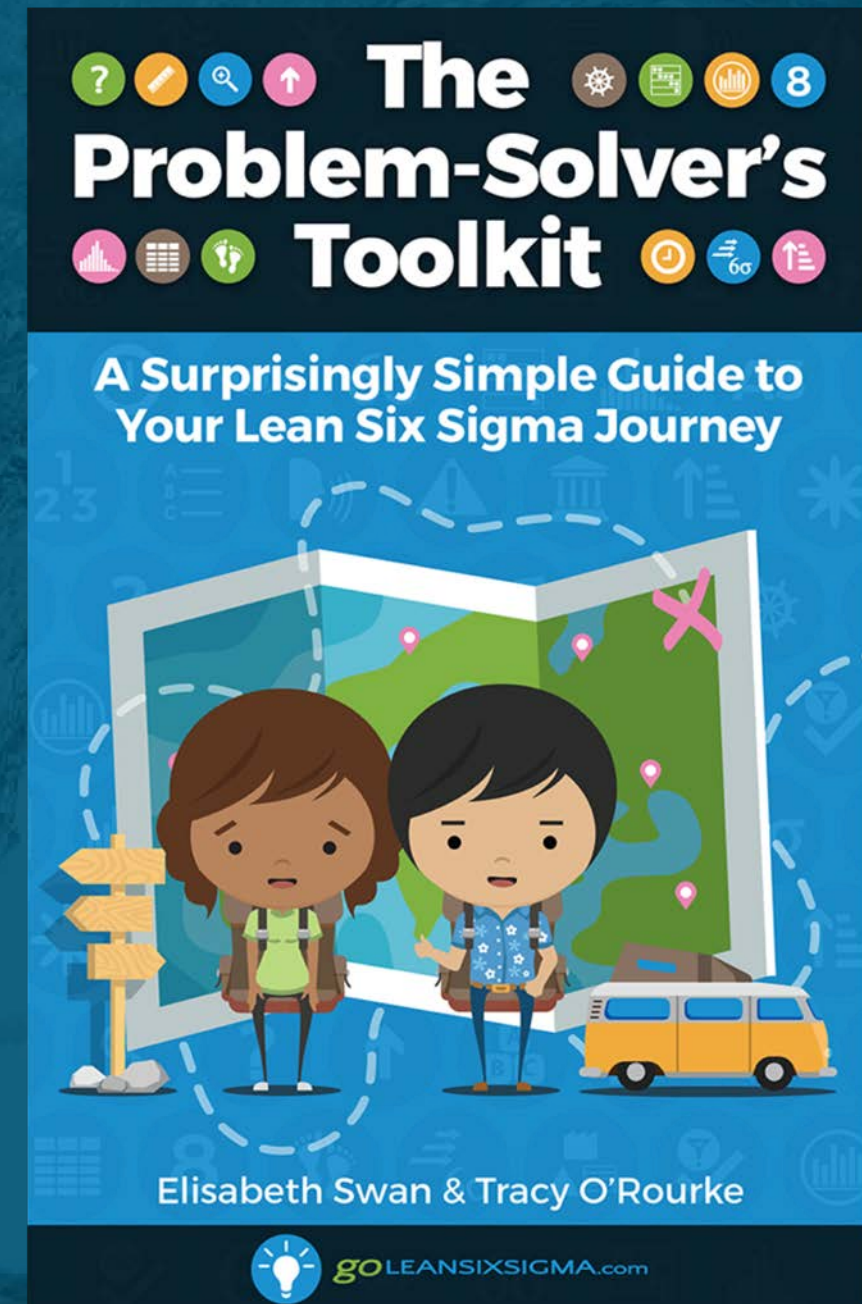
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The Problem-Solver's Toolkit



- Kindle and print versions available on Amazon
- [The Problem-Solver's Toolkit](#)



Questions?



Thank You for Joining Us!



More questions? Ask us at
contact@goleansixsigma.com



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