Coaching Leaders to Create a Culture of Engagement and Improvement
“The only way to do great work is to love what you do.”
- Steve Jobs
Transformation at KCHA: A PDCA Story

Presented by
Sean Heron and Job Pangilinan, KCHA
Paul Houle, DES Senior Lean Consultant
KCHA’s Cultural Journey

1. A Software implementation challenge
2. Piloting Lean - a popcorn approach
3. Continuous improvement - a strategic alignment
A Software Implementation Challenge

• Understanding the business requirements

• Staff engagement and buy-in
Piloting Lean
- a popcorn approach

• Tapping internal and external lean experts
• Training everyone on problem solving
• Staff engagement (staff empowerment)
Continuous improvement - a strategic alignment

From
All departments
Classroom teaching
Silo processes

To
Model units
Coaching
Value-Stream

Push
Pull
The Journey Continues . . .
Creating alignment of mission and improvement initiatives – using Value stream mapping
Building a learning community with other housing authorities

(First Quarterly Meet-up of Housing Authorities around Puget Sound)
Coaching Problem Solving at LCB

Presented by
Rick Garza and Jim Goodman, LCB
Ariana Wood, DES Senior Lean Consultant
What was happening at LCB

Leader Coaching
People Focus
Improvement Projects
Workplace Learning

Basic Concepts
Guided Practice
On-the-Job Coaching
Challenging Experiences

Learning
Applying
Model Line Approach
Manager’s Experience
Director’s Experience
Coach’s Experience
Purpose Capability

Mindset Management System

Results Model Process
For more information see our website at bit.ly/DESLTS