

# LESSONS IN LEADERSHIP SERIES:



Feb  
2014

## Creating a Culture Where “Improving the Work is the Work”

### FREE ADMISSION For Washington state agency senior leaders

Sponsored by:  
Results Washington, Office of the  
Governor in partnership with:



#### When

Monday, Feb 10, 2014  
2 pm to 4 pm

#### Where

Labor and Industries  
Auditorium  
7273 Linderson Way SW  
Olympia, WA 98501

[Directions and free parking](#)

#### Register



For questions or more information  
about Results Washington, visit  
<http://www.results.wa.gov/>

Email:

[results@gov.wa.gov](mailto:results@gov.wa.gov)



Results Washington,  
Office of the Governor

Achieving passionate engagement across the organization is one of the biggest challenges leaders face when implementing a daily management system where continuous improvement is something done **through** people, rather than to people. The key to developing a culture of engagement is for leaders to 1) understand the principles of enterprise excellence that have been proven to drive sustained results and 2) create a daily management system which allows diverse business units to successfully adapt the application of lean tools while simultaneously implementing a common improvement language across the enterprise.

As a Senior Faculty and member for the Board of Governors for the Shingo Institute, Mike has spent more than a decade working with some of the world's leading lean organizations, helping them assess cultural maturity, develop lean leaders capable of engaging everyone in daily improvements, and improving the effectiveness of their lean management systems. Based on the Shingo Model and his work with the Institute, Mike will cover the following topics during the session:

- Introduce the *3 Insights of Enterprise Excellence* and why they are critical for organizational transformation
- Review the key principles and systems proven to drive sustained enterprise-level results
- Understand the four roles of a leader in a culture of daily improvement
- Discuss the behavioral characteristics of the most successful lean leaders

In addition, Mike will introduce participants to a model for enterprise transformation which shows leaders how to design and implement a lean management system built on the key principles and systems discussed. Since its publication in 2012, the model has been used by more than 200 organizations across such industries as Department of Defense, Healthcare, Manufacturing, Retail Sales, Food Processing, Oil & Gas, Higher Education and Government and won the 2013 Shingo Research Award.

### Mike Martyn



Mike Martyn is the Founder of SISU Consulting Group, a firm dedicated to helping organizations drive superior business results through the creation of a culture of continuous improvement where “improving the work is the work.”™ With consultants supporting organizations both domestically and internationally, SISU has become a pioneer in the implementation of Principle-Based Daily Management Systems characterized by high levels of employee engagement and rapid rates of sustained improvement.

In addition, SISU Consulting Group is one of 10 Global Partners for the Shingo Institute, with responsibility for the training and development of certified Shingo trainers and examiners. Prior to founding SISU, Mike worked in the private equity arena, successfully turning around companies in both manufacturing and service industries. It was during his time as a turnaround specialist that Mike was personally mentored in the principles of the Toyota Production System and refined his approach to driving business results by creating a management system which engaged each member of the organization in team-based problem solving toward customer-centric goals. This approach, described in his book, *Own the Gap* ([www.ownthegap.com](http://www.ownthegap.com)) has been used by more than 200 organizations since its publication in 2012 and won the Shingo Prize for Research and Professional Publication. Mike has personally coached more than 100 organizations in implementing the principles of operational excellence, including Baxter Healthcare, Boeing, Raytheon, La-Z-Boy, OC Tanner, Bacardi, Daimler, and Old Mutual Financial, University of Washington, Aera Energy, Boston Scientific and Christie Clinic.