

Office Huddles



Everett CSO Lean Team formatting the normal office Huddle to meet business needs.

How did it all start?

Attendance of the 2014 Lean Conference

Written assignment from CSOA

Common interest of Huddles

Why Huddles?

Implementation of Work Force
Optimization (WFO)

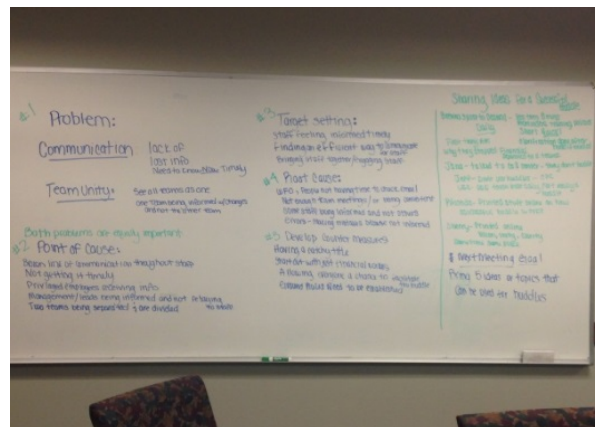
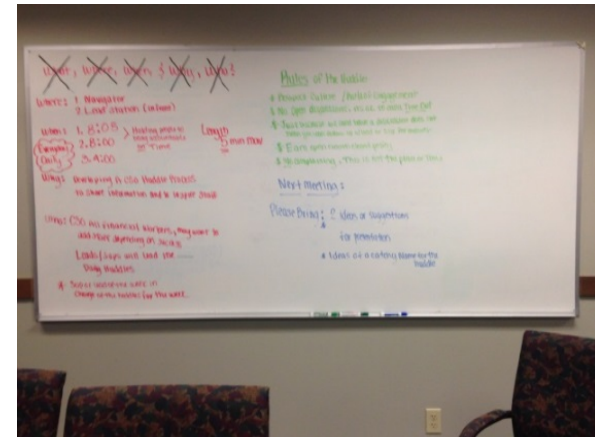
Lack of communication

Low office Morale



Process

- Started by completing a charter, using the Quality Improvement Team (QIT) Beginning Checklist and Report Form
- Completed an 8 Step Problem Solving A3
- Created PowerPoint presentation for management to propose implementation of “Huddle Up”



Phase I

- Implement a daily morning Huddle process to improve communication and to inspire staff
- Test pilot ran for 30 days with the CSO Financial Team
- Start date: April 1st, 2015
- Staff survey was completed during final week of pilot
- Lean team met with management for review and input after the 30 day pilot



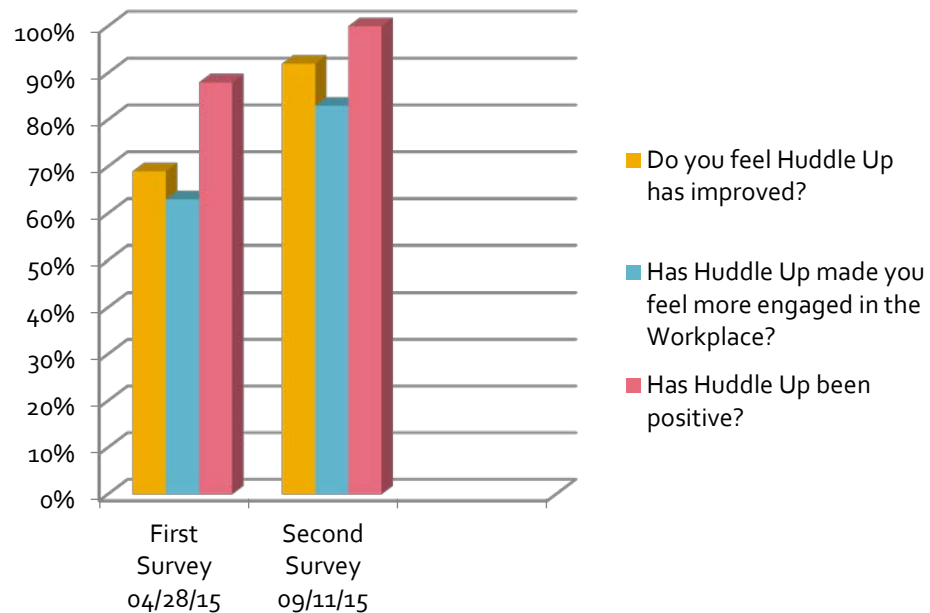
The Lean Team and Supervisor role

- Personal announcements
- Batch
- Community Announcements
- The supervisor report last, updating everyone on changes, providing reminder
- Touch of fun

Phase II & III

- Increased participation
 - Inclusion of Work First, Social Services, Contact Center staff, Community partners & Co-located staff
- Met with team representatives
- Completed second survey with staff

Evaluation Process



Suggestions from Survey:

- Location
- Topics
- Recognition
- Increase participation



Continuous Improvement

Additional Trainings
Proposed Skills Matrix
Additional Huddle Facilitators

Questions/Comments

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