



# Results Washington

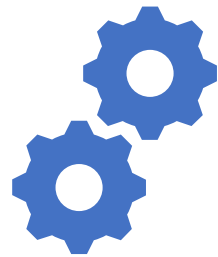
## Continuous Improvement Community of Practice

### Engaging Leadership in Lean – Leader Standard Work

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# Learning objectives



Share a tool to engage leadership in Lean.



Share lessons learned.

# Why Lean

## A culture where employees are:

- Excited to come to work.
  - ✓ Valued for their skills and talents.
  - ✓ Included in process improvements.
  - ✓ Respected.
  - ✓ Trusted to make decisions.
  - ✓ Empowered to fix what bugs them.
- Creating more value for our customers.
- Building trust in government.



# Strategy

Current State

Problem Solving –  
including action  
planning

Change Management

- What
- Why
- What's in it for the agency
- What's in it for you

Lean Leadership

Tool: Leader Standard  
Work

# Leadership Role



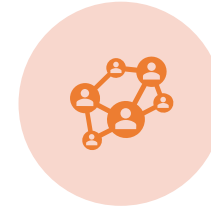
ACTIVELY CHAMPION  
LEAN CULTURE.



ADOPT LEAN  
THINKING AND  
PRACTICES.



MENTOR, COACH  
AND TEACH  
PROBLEM SOLVING.



ENGAGE WITH  
EMPLOYEES TO  
REINFORCE LEAN  
MINDSET.



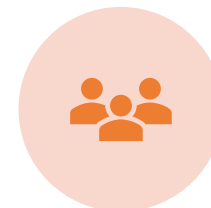
DEVOTE TIME AND  
ENERGY TO  
DEVELOPING LEAN  
CULTURE.



SET EXPECTATIONS  
AND REMOVE  
ROADBLOCKS.



PROMOTE TAKING  
CALCULATED RISK  
FOR PROCESS  
IMPROVEMENT.



CUSTOMER FOCUS

# Leader Standard Work

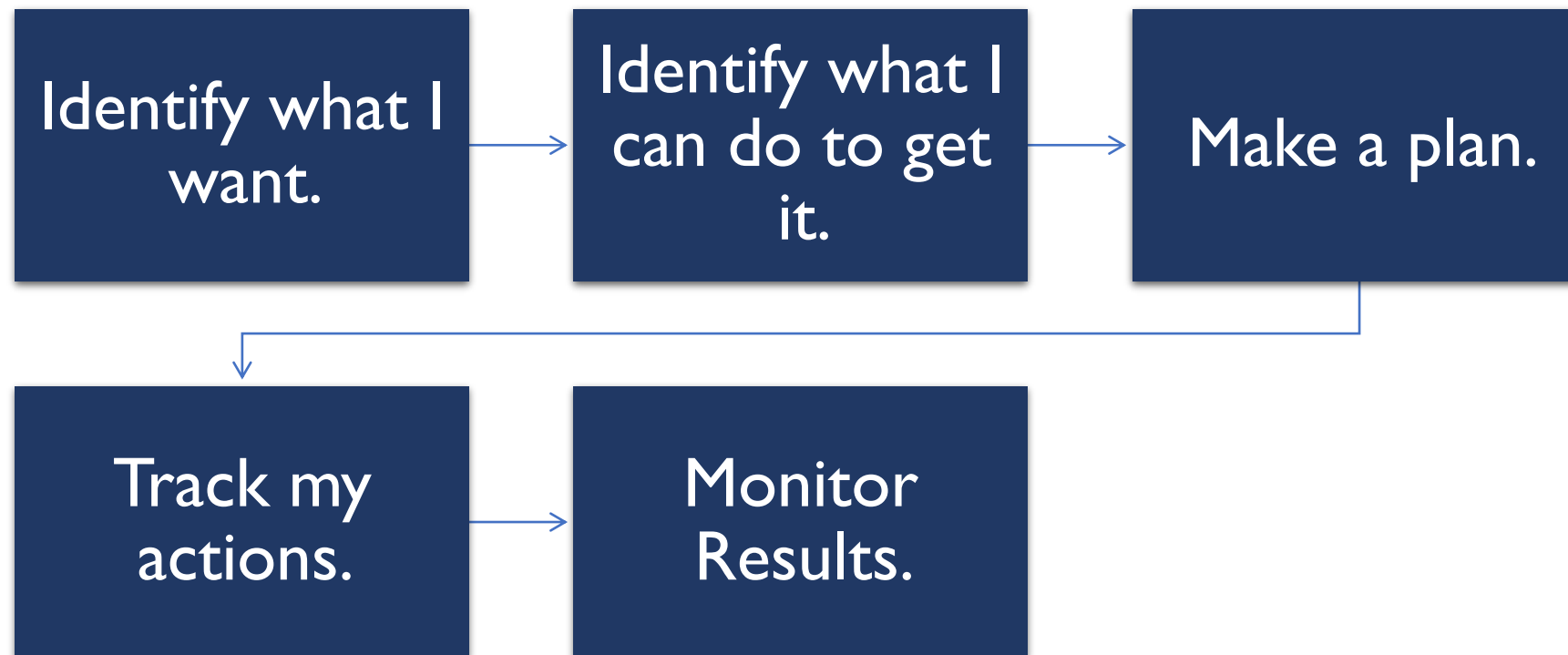


## Examples

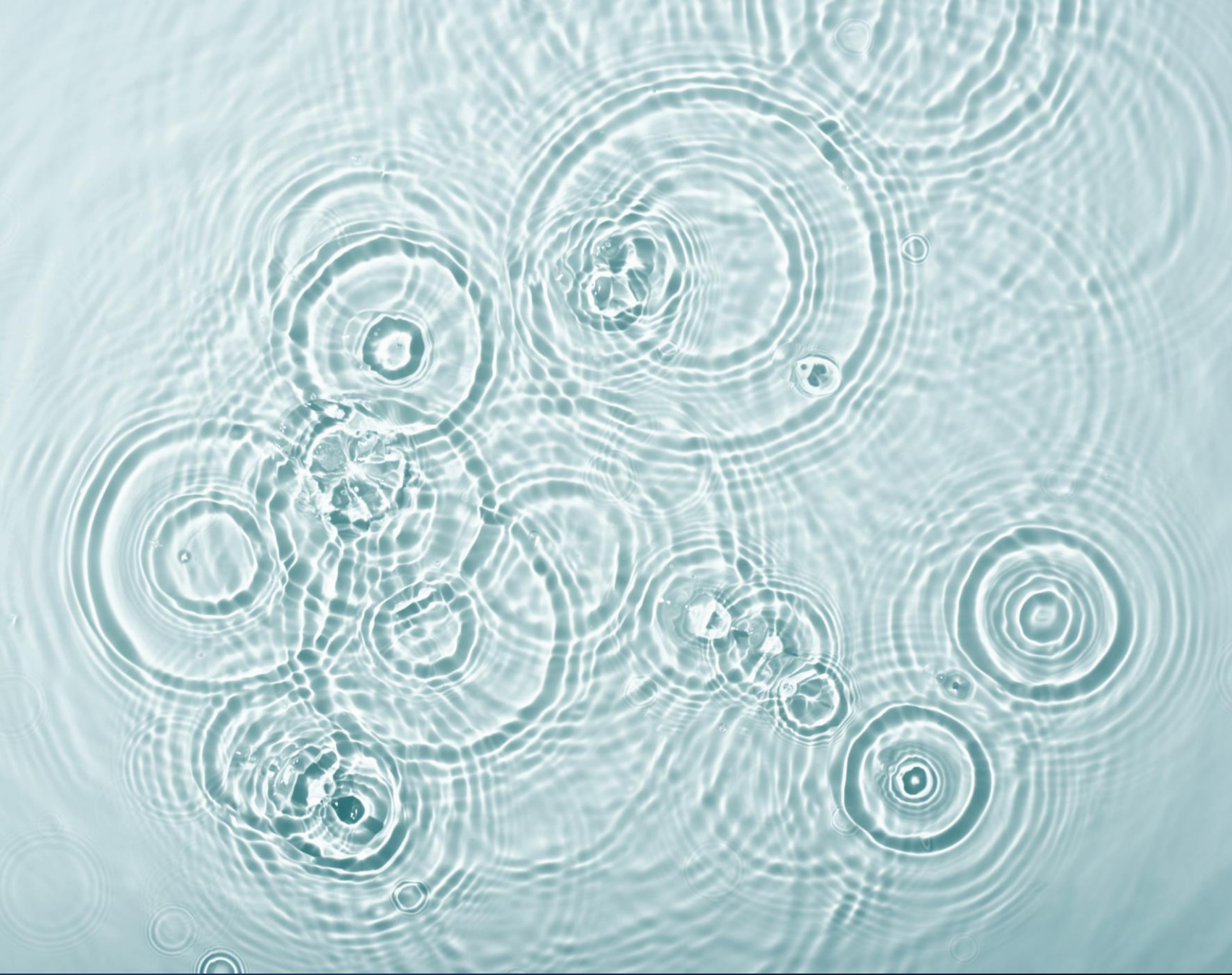
### Leader Standard Work

- Huddles
- Process Walks
- Problem Solving
- Coaching employees through problem solving
- Celebrating Learning
- Celebrating success

# Leader Standard Work Template







# Lessons Learned



Spend more time on tool in Lean Leadership.



Share use to reinforce.