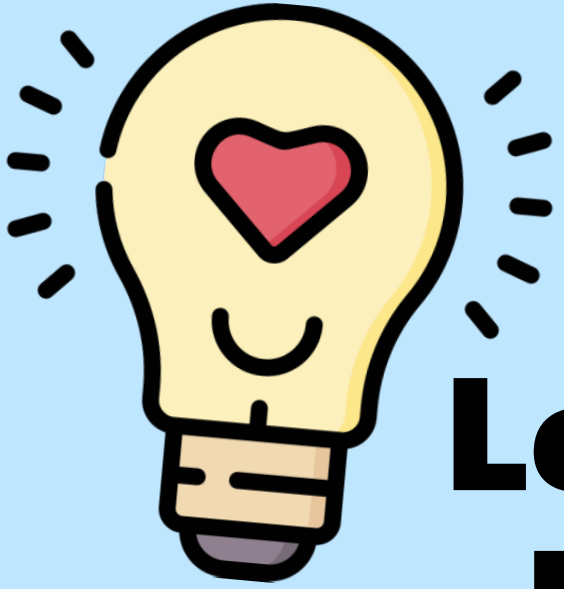


Lean and Respect for People's Principles

Lean is EDI Work

Presented by Anita Maguire

Continuous Improvement Manager

WA State Department of Social and Health Services

“Workers are the treasure of the factory. They are of greatest importance to me.”

Sakichi Toyoda - toolshero

Time for a poll...

Do your Continuous Improvement Project Management tools include elements that ensure equity and inclusion?

12 Lean Principles

Continuous Improvement

- Operate “Just In Time”
- Quality work at the source
- Standard work
- Eliminate waste
- Value added activities
- “Flow” and “Pull”

Respect for People

- Communicate
- Train continuously
- Employee recognition
- Engage everyone
- Personal safety
- Foster security

My story…

Why do equitable and inclusive tools matter?

So that we can continually meet the needs of our clients in the way they need and desire our services

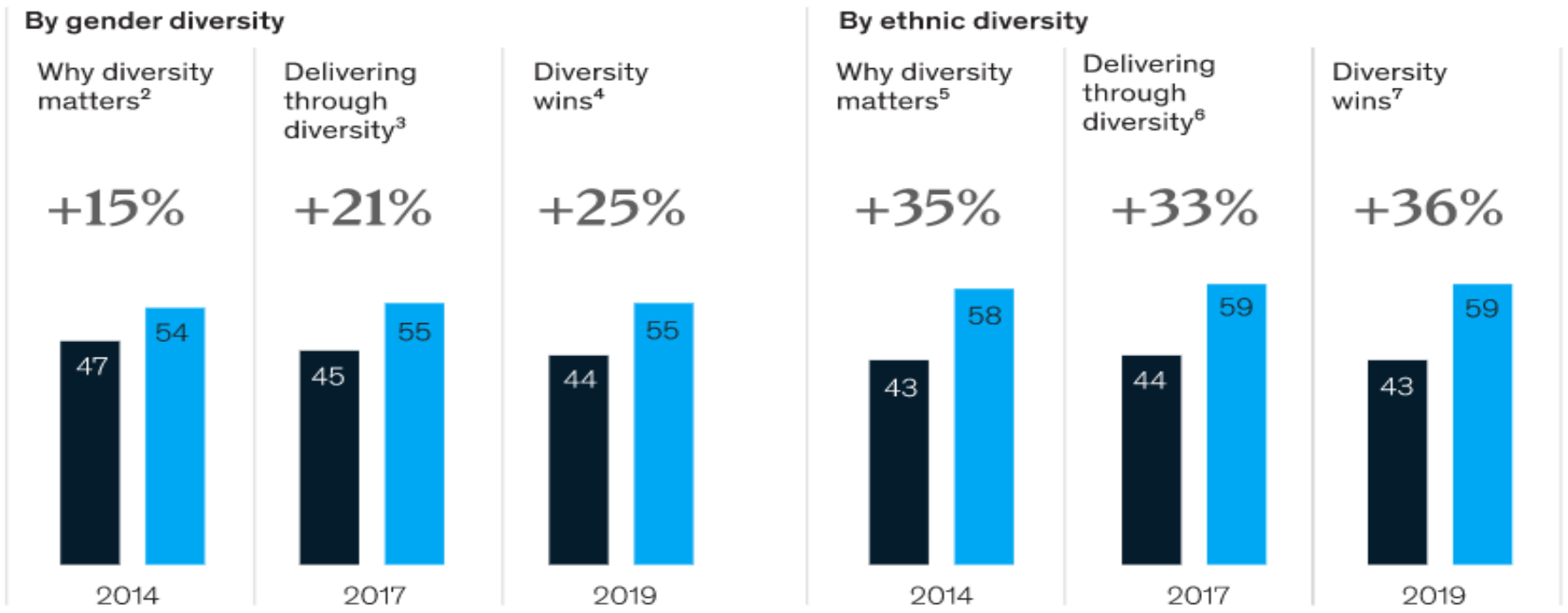
So that we keep our staff engaged, challenged and feeling valuable and valued

Deloitte.Article.June 15, 2020

The business case for diversity in executive teams remains strong.

Likelihood of financial outperformance,[1] %

Bottom quartile Top quartile



[1]Likelihood of financial outperformance vs the national industry median; p-value <0.05, except 2014 data where p-value <0.1. [2]n = 383; Latin America, UK, and US; earnings before interest and taxes (EBIT) margin 2010–13. [3]n = 991; Australia, Brazil, France, Germany, India, Japan, Mexico, Nigeria, Singapore, South Africa, UK, and US ; EBIT margin 2011–15. [4]n = 1,039; 2017 companies for which gender data available in 2019, plus Denmark, Norway, and Sweden; EBIT margin 2014–18. [5]n = 364; Latin America, UK, and US; EBIT margin 2010–13. [6]n = 589; Brazil, Mexico, Singapore, South Africa, UK, and US; EBIT margin 2011–15. [7]n = 533; Brazil, Mexico, Nigeria, Singapore, South Africa, UK, and US, where ethnicity data available in 2019; EBIT margin 2014–18.
Source: Diversity Wins data set

McKinsey & Company

USED WITH PERMISSION

[McKinsey & Company 2019 Report]

Time for a poll…

Where can we highlight Respect for People Principles in our existing Continuous Improvement Project Management tools?

Within a Lean Project

Communication Plans

Standardized. Simple, but not simplistic. Always accessible.

Going to Gemba

Engage everyone. Every voice is valuable & valued. Transparent.

Within Lean Culture

Train Continuously

Come as you are. Not just a check box. Celebrate growth.

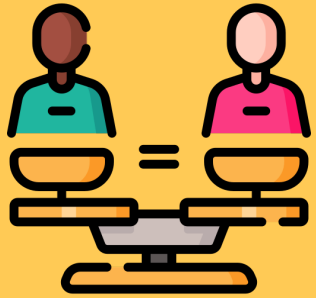
Employee Recognition

Meaningful to the individual. Relationships required.
Tools for gathering success stories.

Within Lean Practices

Personal Safety

Safe secure spaces for people to engage.
Standard & Transparent.



Foster Security

All of our practices should be fair.
Don’t motivate through threat.

Lean and Social Justice

Institutional Injustice must be rectified.

Sample Tool Templates

Gemba Walk Template Example

Project Planning Checklist Template

Gemba Walk Template

Before:

Is there a standard process for completing your tasks?

After:

Is there an established, transparent and documented standard process for completing this activity? Can you show me?

Gemba Walk Template

Before:

Do you understand the standard process?

After:

How well understood is the standard process to those doing the work? How do you measure your understanding? Can you show me?

Project Planning Checklist Template

Before:

Name project and develop communication plan.

After:

Name project and develop accessible communication plan. Share widely to all impacted stakeholders.

Project Planning Checklist Template

Before:

Meet with project sponsors to determine scope and timeline of project.

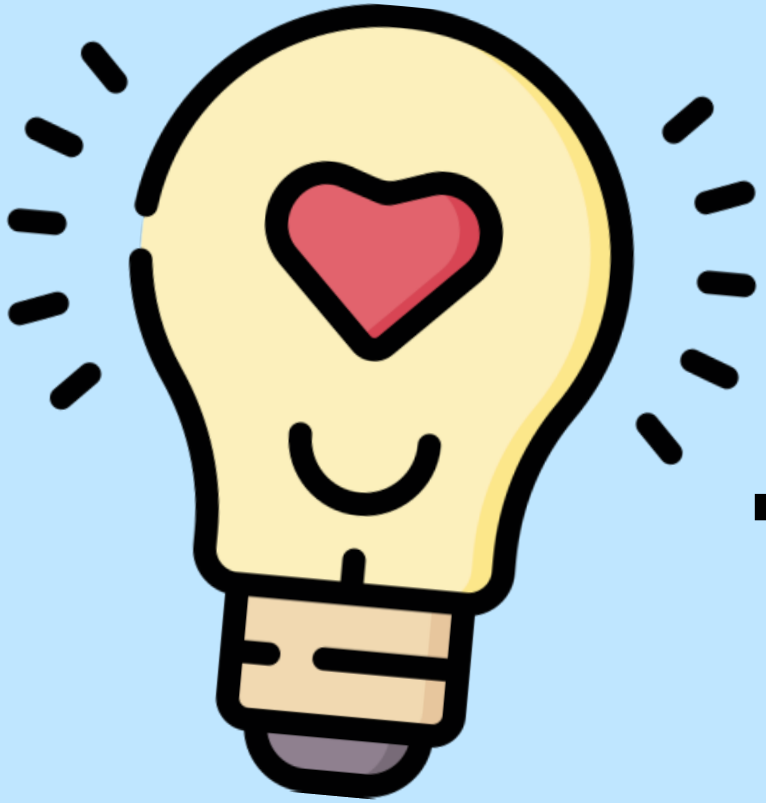
After:

Meet with project sponsors to determine scope and timeline of project. Confirm with sponsors how accessibility measures will be provided for meetings and events.

Summation

Respect for People → Embed Into Tools → EDI

Q & A



Thank you

Presented by Anita Maguire

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