

Washington State Lean Transformation Conference 2020
“Improve Iterate Adapt – A Better Future for Washington”

Improve *Today* to Enhance *Tomorrow*

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Continuous Improvement Coach

Introduction/Objectives

Learn how to apply A3 Thinking and the Toyota Kata to:

- ✓ Overcome obstacles
- ✓ Solve problems
- ✓ Improve processes
- ✓ Sustain success

2020 The Year of Obstacles



alt = multi-colored arrows; questions – who, what, when, where, why, and how

Reflection Exercise

Instructions:

Take 1 minute to reflect on what immediately came to mind when you read the title of this session: **“Improve Today to Enhance Tomorrow.”**

Next, share your reflections in the chat box.



alt = avatar thinking with a yellow question mark in the thought bubble

Purpose of A3 Thinking

Objective

Remove subjectivity and emotion by using data

Result & process focus

Focus on the results by making sure we follow the correct process

Alignment

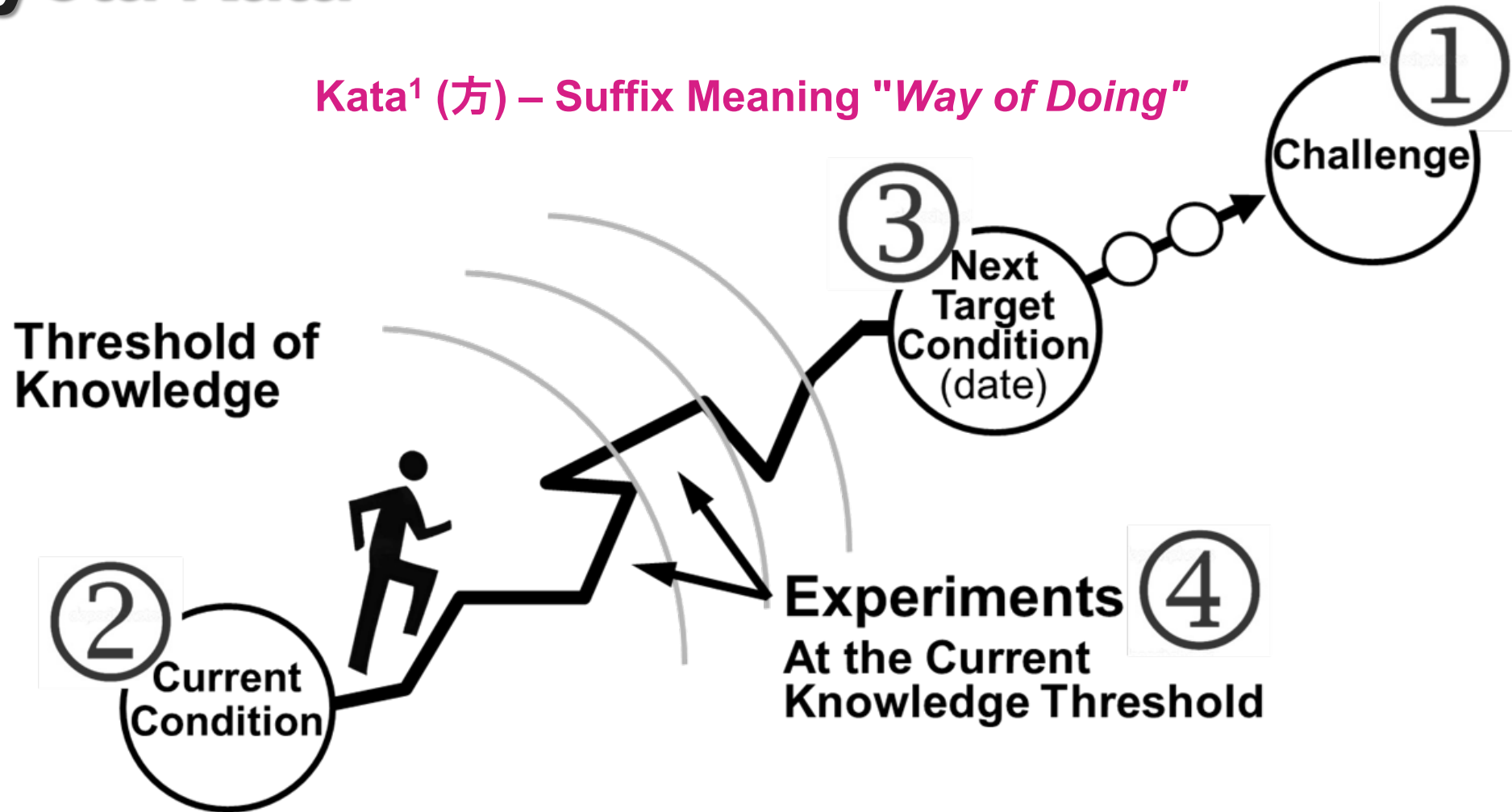
Develop agreement by involving all stakeholders and getting the key facts of the situation first

Logical

Follow a logical and effective thinking approach

The Toyota Kata

Kata¹ (方) – Suffix Meaning "Way of Doing"



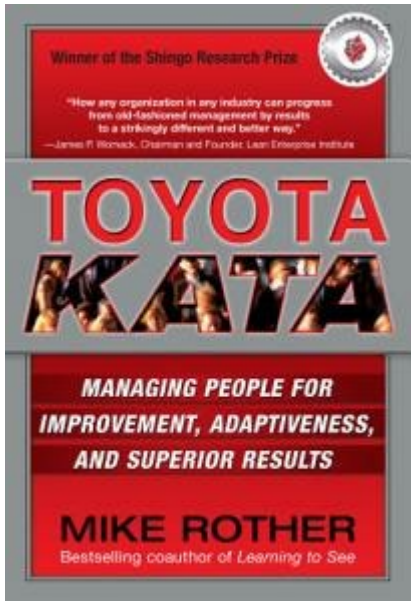
The Improvement Kata model comes from research into how Toyota manages people, which is summarized in the book "Toyota Kata"

Poll #1

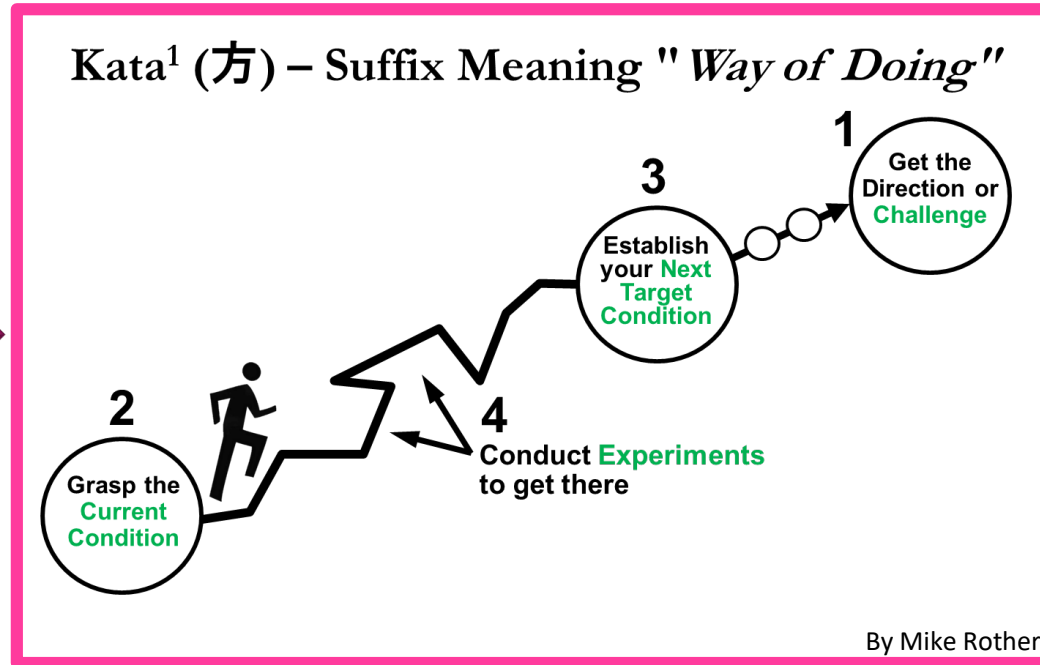
What is your experience with the Toyota Kata?

1. I'd like to learn about the Toyota Kata.
2. I've practiced as a Learner.
3. I'm a Kata Coach.

My KATA Journey – Learner to Coach to 2nd Coach



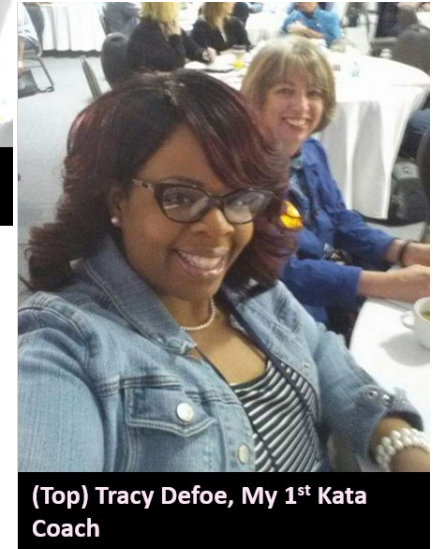
alt = Toyota Kata cover



alt = Four steps of the Toyota Kata cover



(Right) Mike Rother,
Author - Toyota Kata



(Top) Tracy Defoe, My 1st Kata
Coach

Each step of the Improvement Kata pattern operates within the context of the previous step.
This framing effect is an integral part of developing **daily/regular** habits.

Step 1 - Get the Direction



alt = avatar looking through yellow binoculars

Poll #2

I plan to apply the steps of the Toyota Kata to the following type of Challenge:

1. Personal
2. Professional/Team-related
3. Customer centric
4. Multiple

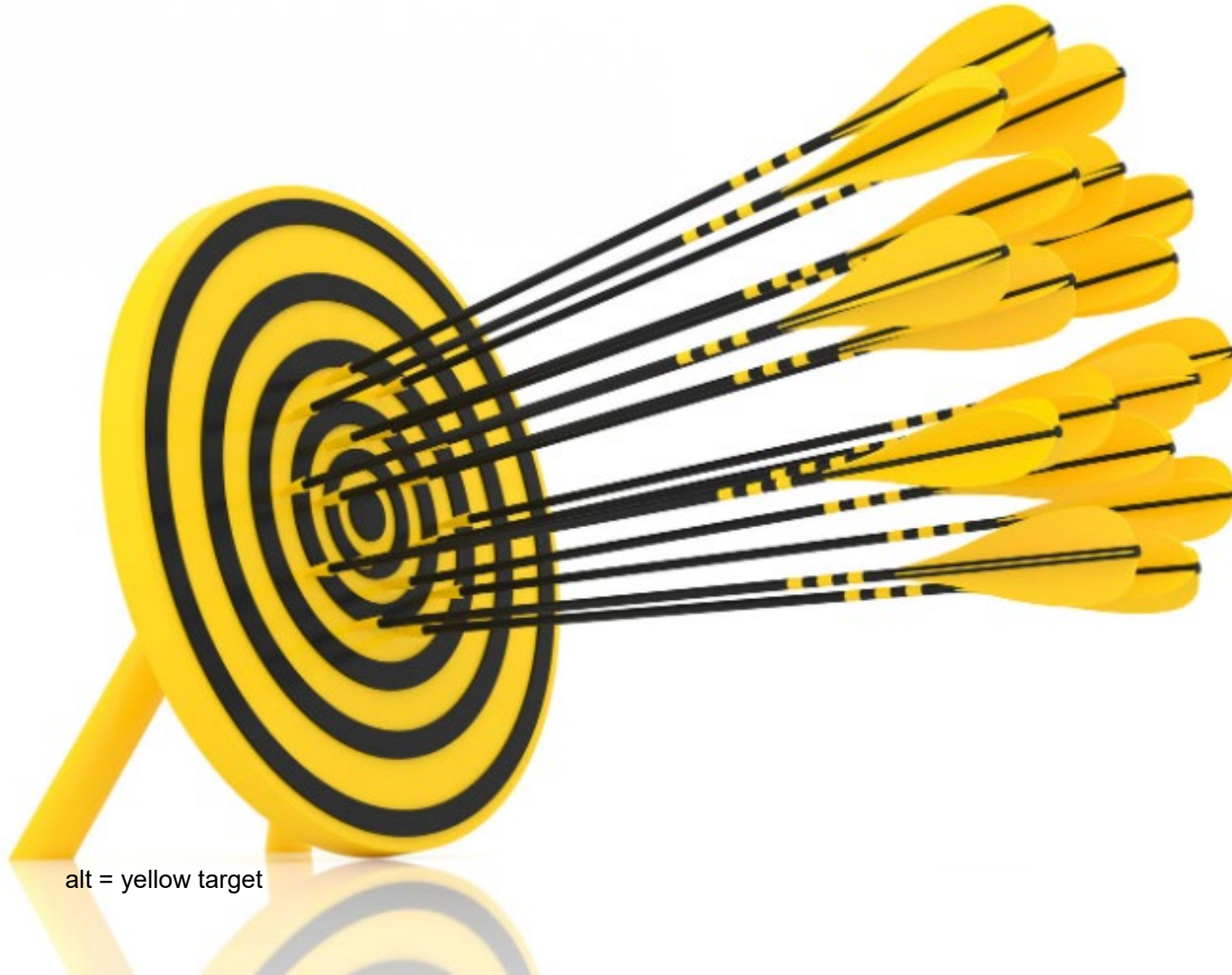


Step 2 - Grasp the Current Condition



alt = yellow post-it note on cork board

Step 3 - Establish Your Next Target Condition



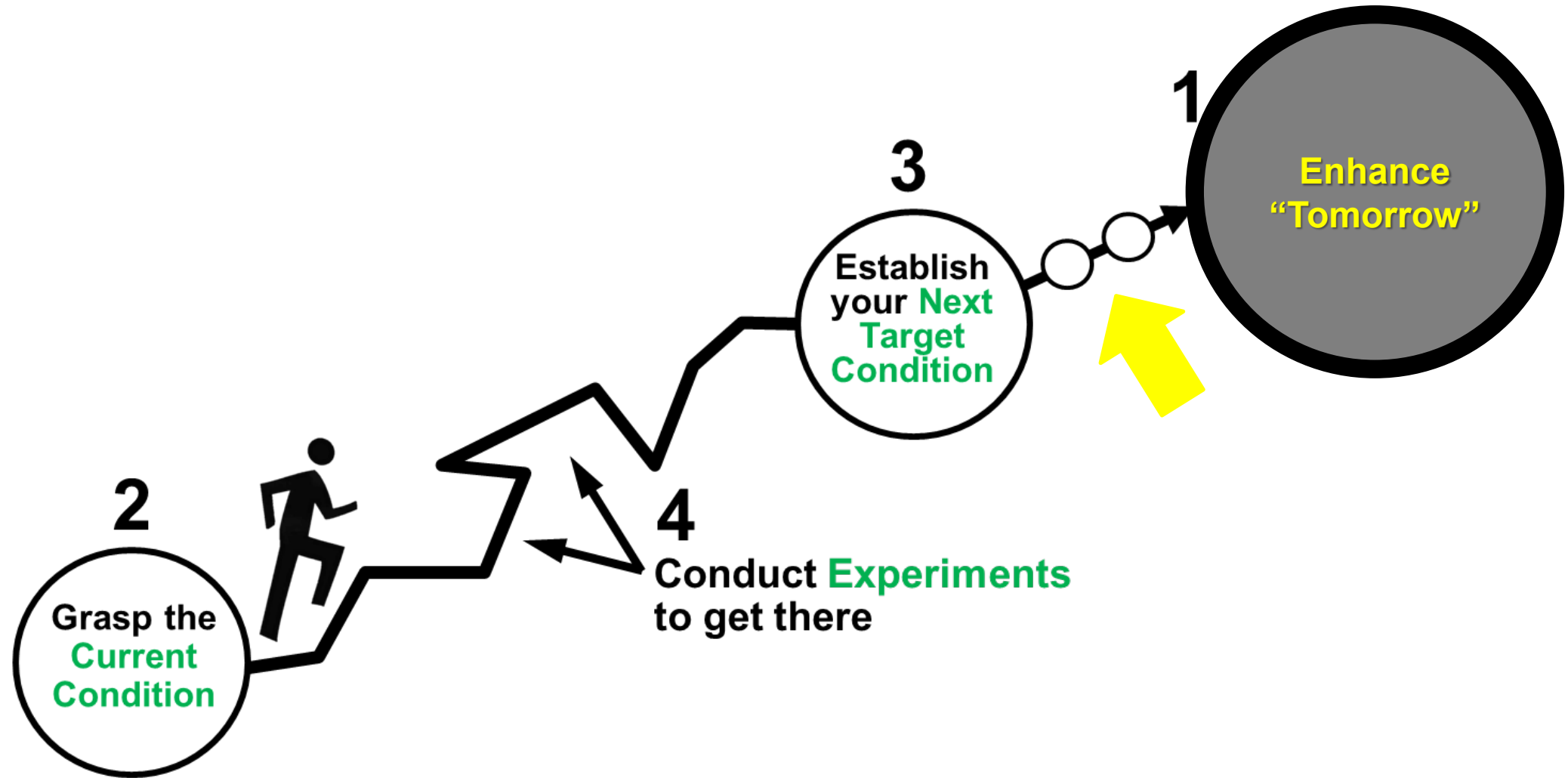
alt = yellow target

Step 4: Conduct Experiments



alt = darts and bullseye

Wouldn't it be GREAT...?



Thank You

Please contact **Deondra** at
DeondraWardelle.com or RootCauseRacism.com

