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Lean One-Cup Training
Background
Process
Step 3

Design new ways to grow and cultivate.
**Learn**

Creativity is a Process

"It's all part of the Creative Process"

Stop having customers on phone

**Do Differently**

Assigning more than one understanding needs before project start. (JASM)

Re-visit Scheduling (Maybe 100% D/A)

Housed in OCI

Clear instructions on roles (design)

Establish timeline relationship w/ author + designer

Simple one cups first

Play on authors experiences

Look at different ways to deploy/ use on one cups

More contact with customers

**Challenging**

Getting started

Balancing w/ regular work.

Hard deadlines

Co-workers frustrated

Thinking outside of box/work group

Authors all worked the same days - heavy load for OCI

Learning about PM work as it happened

Waiting for...

Taking on other work

Being creative

Roles and Responsibilities

Imagination vs what's doable

Translating to designer

Diversity

Scoping
What Worked
How We Trust Each Other

Establishing, Maintaining, and Repairing Trust in a Lean Environment
How We Trust Each Other

Establishing, Maintaining, and Repairing Trust in a Lean Environment
What Didn’t

- Division of Time
  - 100% time allocation
  - Worksite change
- Learning Curve
  - Early collaborative development
- Little Support for Experimentation
  - Alternate content delivery
- Limited Author/Designer Relationship
  - Establish 1:1 relationship each module
  - Clearly Define Roles
The future
(Not) The End