



Lean Innovation Lab Starbucks Coffee Company



Lean Innovation Lab – Story



2008

“Houston; We have a problem”

- Go See
- Quality
- Customer Service
- Pace

Prepare For Change

- Learning
- Planning
- Influence

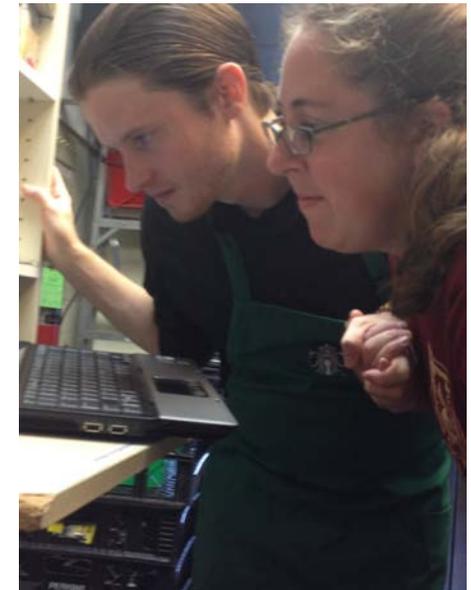
Stabilize the Work

- Standard Work
- Milk Routine
- Beverage Routines
- Brewed Coffee Routine

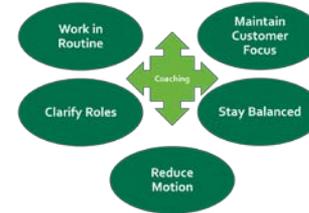


A System of Work

- Role Clarity
- Routines
- Work Balancing



Deployment Principles



Deployment Principles

- Problem Solving
- Principle Based Improvement

Back to Basics

- Partners
- Waste Consciousness



2012

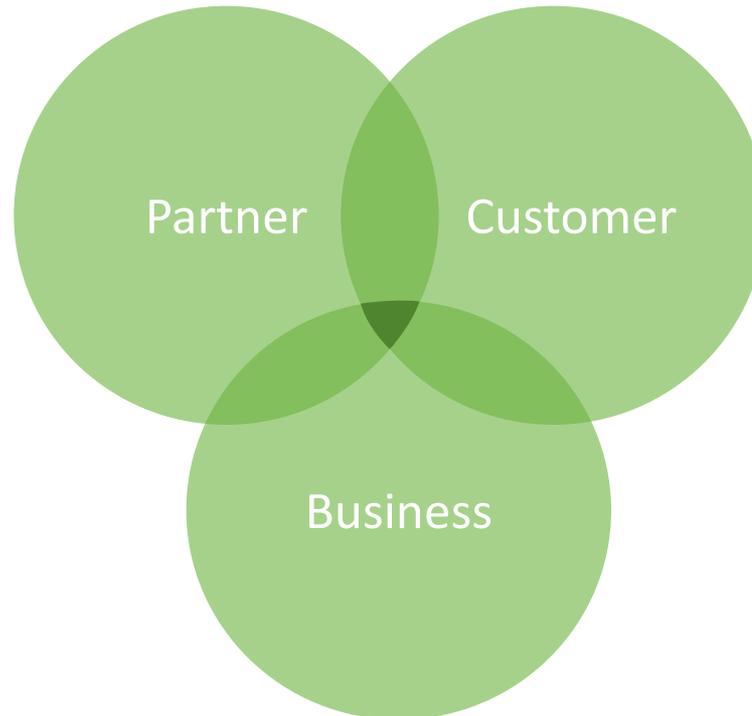


“Letting Lean Out” At Starbucks



Starbucks Lean Innovation Lab contributes to Starbucks’ Success by enabling rapid learning and innovation cycles which deliver value to the Partner, Customer and the Business

- Reduces Partner Burden
- Elevates Partner Experience through Engagement



- Makes it Easier to Be a Customer
- Enables a more consistent Customer Experience
- Create More Value in the Customer Experience

- Create Capacity to Serve More Customers
- Standardize Work Method
- Remove Waste



Starbucks Lean Innovation Lab



2009 Hypothesis:

A flexible, dedicated Lean Operations Lab that is accessible and functional will allow Starbucks to effectively develop and test hypotheses for store routines and a full operating system while influencing decision makers and other functional groups within the organization

Objective:

To quickly develop, test, validate, and effectively deliver a new operating system to our stores that improves the customer experience?

- Learn from our Partners:
 - Leverage the insights and creativity of our partners to drive improvement
 - Bring together cross functional teams to solve problems
- Develop testable hypotheses
 - Rapid iterations of experiment cycles to design method of work and inform the Store engine/layout
 - Cheap, Creative, Flexible
- Make the work visible / demonstrate work:
 - Platform to exhibit innovation
 - Influence other groups/work
 - Gain support and alignment
 - Influence Lean as the way we work in our stores

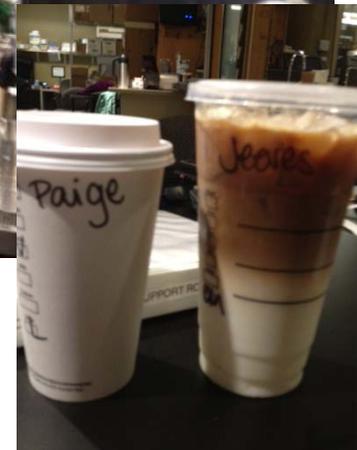


Innovation Lab Engagements FY'12



Partners Engaged : 945

Engagements Completed: 40



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