University of Washington
Finance & Facilities

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Lean at UW Finance & Facilities

Implemented Lean across 61% of our Finance & Facilities or “F2” workforce—

– Over 725 of our 1,350 employees are participating
– Over 80 employees from other campus units are members on our teams or used us to launch their own teams
– Targeting 82% of our workforce by 12/31/12
The 3-day Launch and Value Stream Mapping
A 90-Day Improvement Cycle Board: the Carpet Cleaners
Carpet Cleaners: First-Stage Idea System
Parking Operations: Huddles at the Visual Board
Parking Operations: 4 Key Systems

Deploying Strategy (Goal): “We get it right the first time”

Seeing the gap: visual management

Daily Kaizen: improvement through ideas tied to gaps

Standard Follow-Up = We Gemba at the board, with the team
Procurement: One Goal; Many Drivers
Procurement Customer Service: Meeting Daily Demand
Creative Communications: Mailing Services at the Board
Creative Communications’ Goals

Increase Revenue in FY’s 12 by $1M
(8.9% increase)

- Monthly
  - % variance to last year

- YTD
  - % variance to last year

Increase in Revenue from Last Year
$440,690
↑ 4.58%

Unit Revenue Goals for FY ’12:

- May: Buyouts open from 5/1 - 5/22
  - Gross revenue = $447,834
  - Will bill in June - will not hit target of $781,908 at this rate

- June: Have conducted 8 outreach
  - Perform additional outreach to push for more work
GCA—Morning Huddle
GCA—Daily Focus
Why it Matters to Us...

We believe Lean is reshaping our culture, making things work better by:

• Engaging employees
• Removing complexity and waste
• Facilitating collaboration
• Fostering ownership
• Expanding transparency
• Helping faculty and students reach their goals