

# Introduction to Lean/Six Sigma

Date



Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba

# Statement of Acknowledgement of Indigenous Ancestral and Territorial Lands

Health services across Manitoba are provided in facilities located on the original lands of First Nations, Inuit, and on the homeland of the Métis Nation. Manitoba's health authorities respect that First Nations treaties were made on these territories, acknowledge harms and mistakes, and we dedicate ourselves to collaborate in partnership with First Nations, Inuit, and Métis peoples in the spirit of reconciliation.

[Land Acknowledgement - Shared Health \(sharedhealthmb.ca\)](https://www.sharedhealthmb.ca/land-acknowledgement)

# Objectives

- Describe the general principles and concepts of LEAN and Six Sigma
- Identify opportunities to apply the principles of LEAN and Six Sigma within the participants' work environment
- Support a common language of process improvement across the province
- Explain how our work is a series of processes and how-to identify areas of opportunity

# What is Lean?



Lean thinking is that there is a simpler, better way to do our everyday work



It is achieved through continuous improvement. Continually identifying and eliminating inefficiencies and errors.



Lean improves safety, quality, costs, efficiency and service delivery.



Lean helps create time for patients and for quality/ process improvement to be part of routine activity.

# What is Six Sigma?



Sigma or Six Sigma is a scientific, data-driven approach to problem solving.



Focus is on reducing variation and errors in a process



It is measured in terms of Defects Per Million Opportunities or DPMO.



Six Sigma represents a level of excellence in the process and/or system.

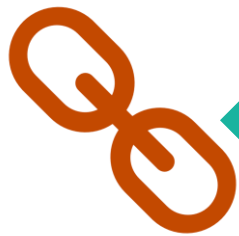
# Lean/Six Sigma



Lean focuses on improving efficiency and process flow

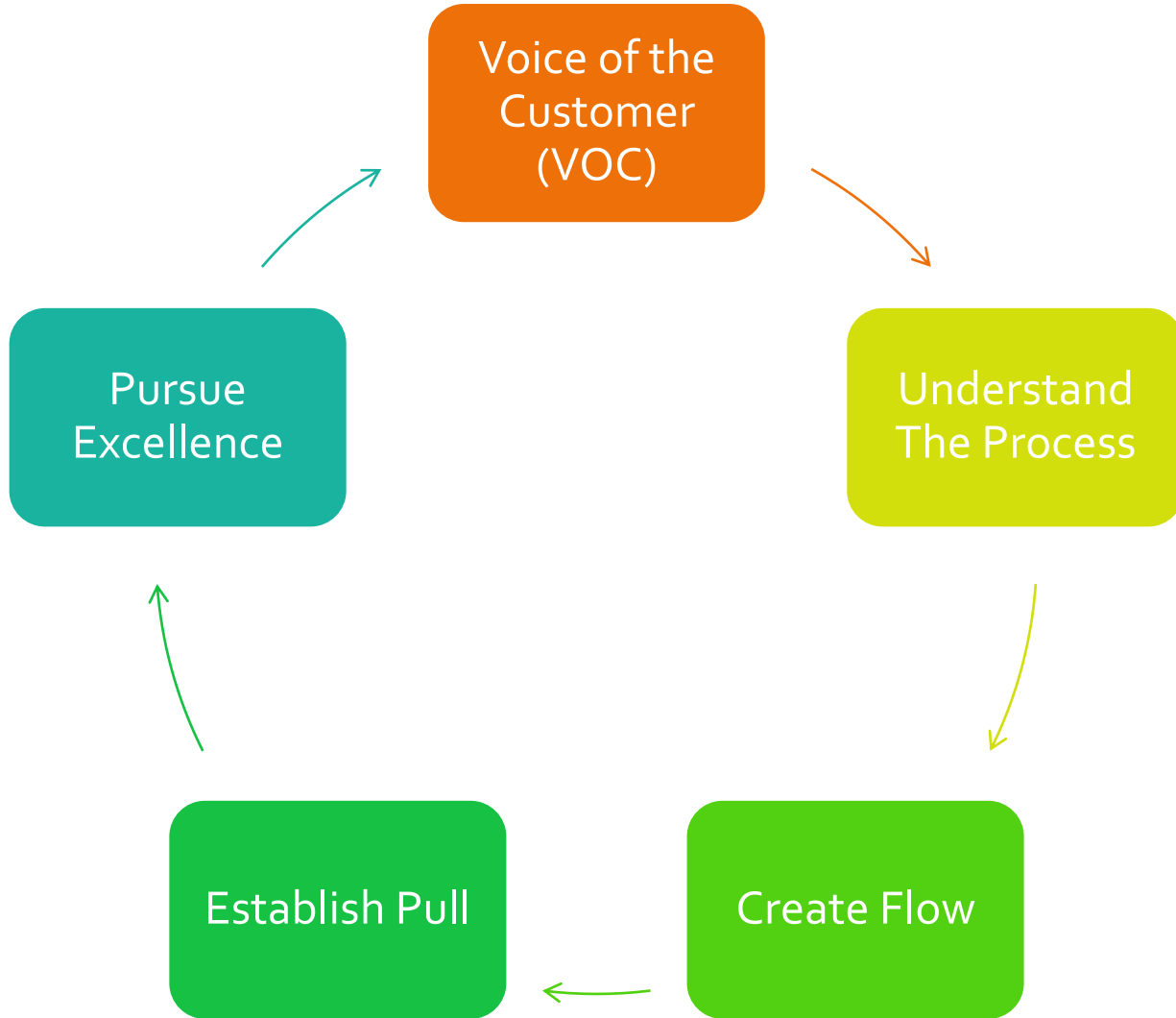


Six Sigma focuses on reducing process variation and errors



Six Sigma and Lean are complimentary processes and work best with they are combined together

# The 5 Principles of Lean



# Lean - The 8 Wastes

D

• Defects

O

• Overproduction

W

• Waiting

N

• Non-Utilized Talent

T

• Transportation

I

• Inventory

M

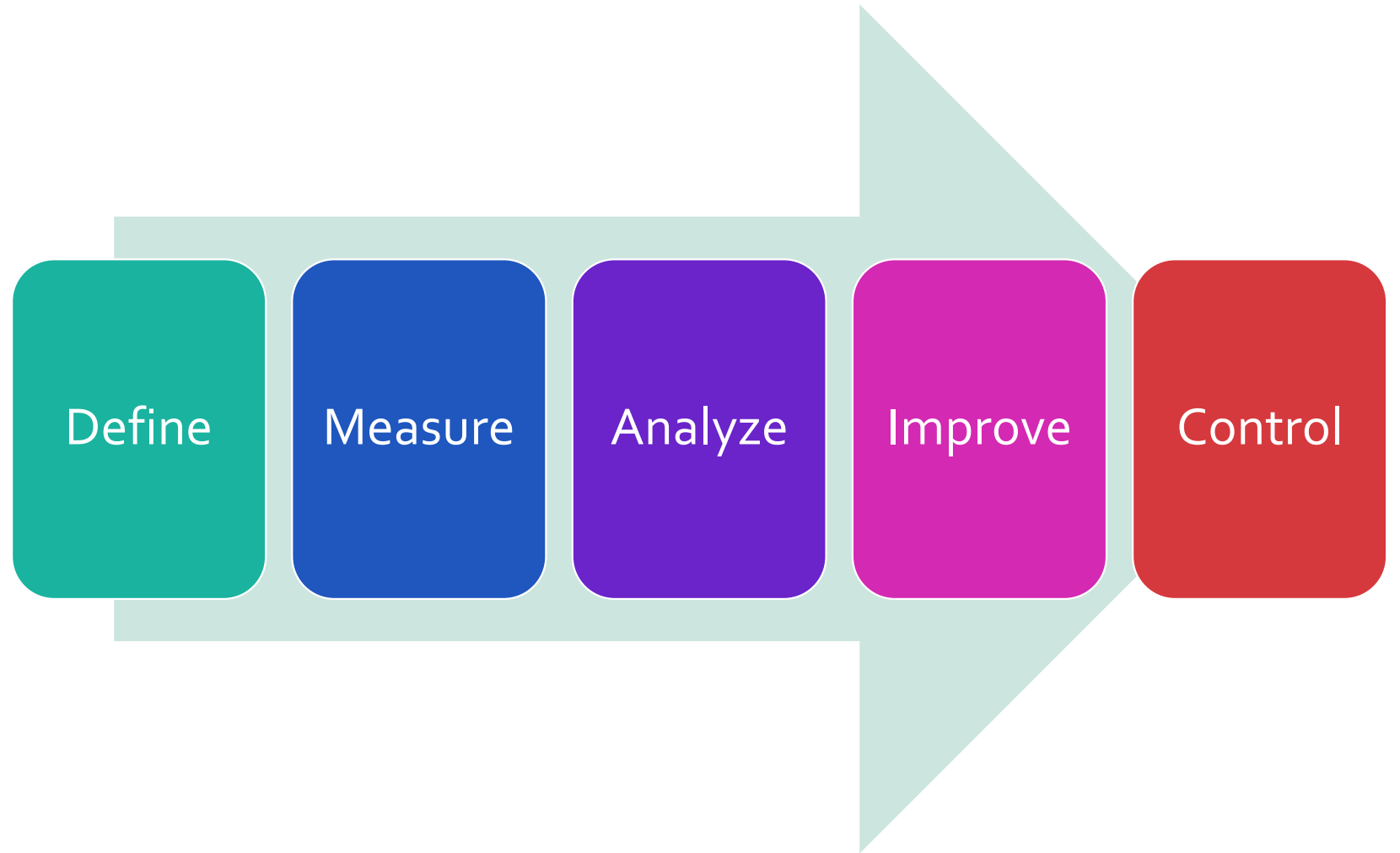
• Motion

E

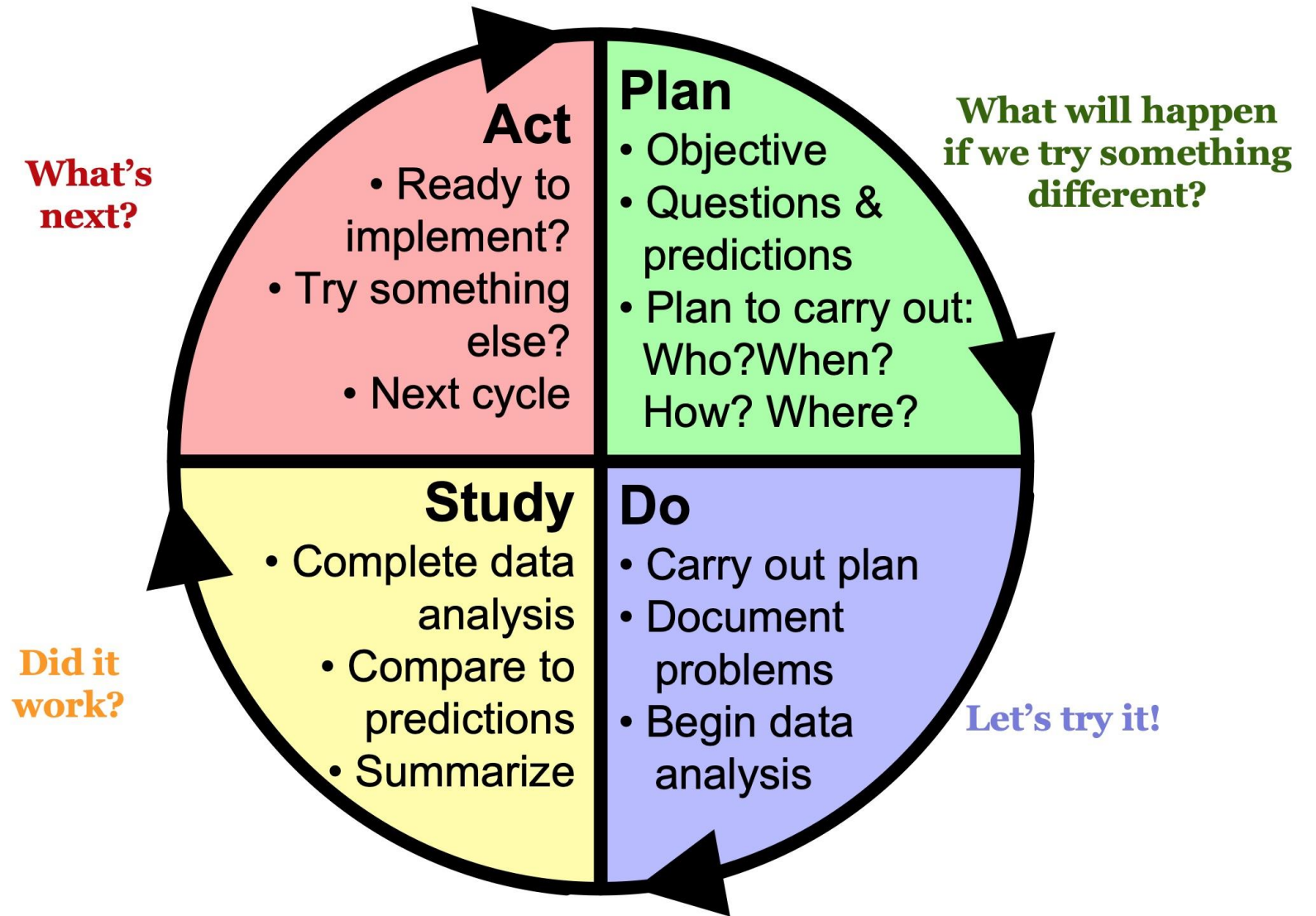
• Excess Processing



# 6 Sigma- The DMAIC Cycle



# PDSA Cycles



# Hierarchy of Controls



# Reflections & Resources

- Where do you see opportunities in your work environment?
- Link to one pagers

Intake email: From Christine



**Thank You!**