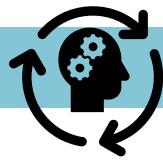


THE 5 PRINCIPLES OF LEAN



Lean thinking is the belief that there is a simpler, better, easier way to complete our work.

| The 5 Principles of Lean | |
|--------------------------------|--|
| Voice of the Customer | <p>Identify who your customer is and identify value from their perspective</p> <p>Typically, a value-added activity must meet three criteria:</p> <ul style="list-style-type: none">• It is something the customer would be willing to pay for, if they had to;• It is something ‘physical’ done to change the product or service;• It is something done correctly the first time, without the need for re-work. |
| Understand Your Process | <p>Process mapping allows you to have a picture of your process so you can begin making improvements. Without it, it is difficult to have transparency and see where the problems are. It also helps the team gain an understanding of everyone’s role in the process.</p> |
| Create Flow | <p>A process “flows” from person to person, department to department, or facility to facility.</p> <p>Flow is about moving people or products through a service process—one at a time, without stopping or waiting.</p> |
| Establish Pull | <p>Many of our processes are pushed or “given” to the next user when it may not be required. This creates many forms of waste in many cases the next area or person may not be ready causing inventory and backlogs. Having a system of pull means you only supply what the customer wants, when they want it.</p> |
| Pursue Excellence | <p>Lean is not a one-time event but rather a journey to continually improve our processes and always strive to supply the customer with value, from their perspective.</p> |

Everything we do under the Lean umbrella should always answer any or all of these principles.

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