

WHAT IS A LEAN PROJECT?



Lean Six Sigma projects use proven, very defined problem-solving processes and tools to systematically review business processes to make improvements.

Lean

- Understanding what the customer, patient, or client values in the product or service provided.
- Process mapping is used to understand how the work progresses, who is involved and what the interconnections and challenges are.
- Then we begin to establish improvements to the work, reducing process/ system wastes.
- There is also a focus on empowering staff in the work area to participate in projects very directly; increasing buy in for change.
- Including staff increases morale, empowering them as experts in their jobs and teaches them to be process and quality minded in their work.

Six Sigma

- Applies a very defined scientific method of problem solving.
- There is heavy focus at the front end to define the problem
- Collect measures to quantify the problem, issues and have baseline data
- Analyzes the metrics for the root cause and increases the speed and chance of successful improvements.
- Plan-Do-Study-Act cycles take place to trial improvements and perfect them.
- Only successful changes are made permanent.
- This process also looks to reduce process variation, which reduces efficiency and effectiveness and ultimately increases costs.

These problem-solving approaches are highly collaborative and the project journey is as important as the project outcomes for learners and departments.

- Project rigour- Projects are designed to capture data and document the project progress and key elements that can be reported up, and ideally spread to other departments or clinical areas.
- There are defined communication points to keep projects aligned with program management and allow for good change management practices.

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

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