

WHAT IS LEAN?



LEAN thinking is belief there is a simpler and easier way to do our everyday work. This is done through identifying and eliminating inefficiencies and errors through continuous improvement work. It uses a collaborative approach and seeks to optimize efficiency and effectiveness, ensuring high quality services are provided to our clients/patients. LEAN improves safety, quality, costs, efficiency, and service delivery. Continuous quality improvement should be part of our routine activity and culture by applying the 5 Principles.

It is not about making people work harder, but about removing unnecessary activities and eliminating errors to help people work more efficiently. This should be done from the internal and external customer's point of view.

What LEAN Is	What LEAN is Not
Solutions to a client's needs	Focused on provider needs
Identification & removal of process waste	Writing new policies or procedures
Redeploying resources into value added activities	Job reduction
Reduction or elimination of defects	Measuring quality into service
Improving process flow	Batch and queue
Focusing on doing necessary tasks	Not about doing a lot of work
Continual improvement	One-time random improvement
Focusing on value added activities	Busy work that fills your day
Quality at point of service	Speeding up poor processes

Once you are in the “Improve” project phase, the team will look at how to create efficiency and reduce errors. The first question that must be asked is:

- **Does this task need to be done?**
- **Is it being done in the most efficient way possible?**

There are many LEAN “tools” in the LEAN toolbox that can be used to reduce or eliminate process problems created by one or more of the identified wastes.