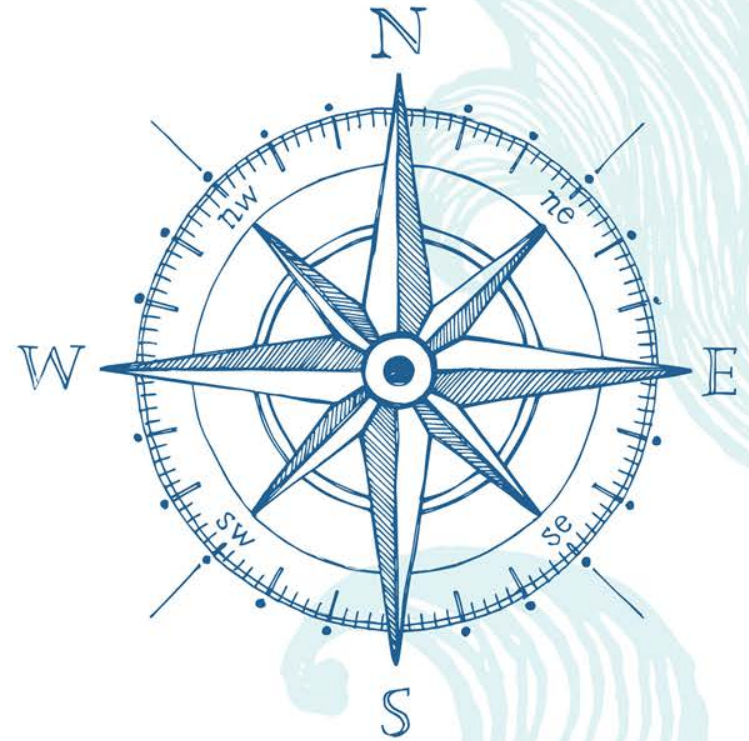
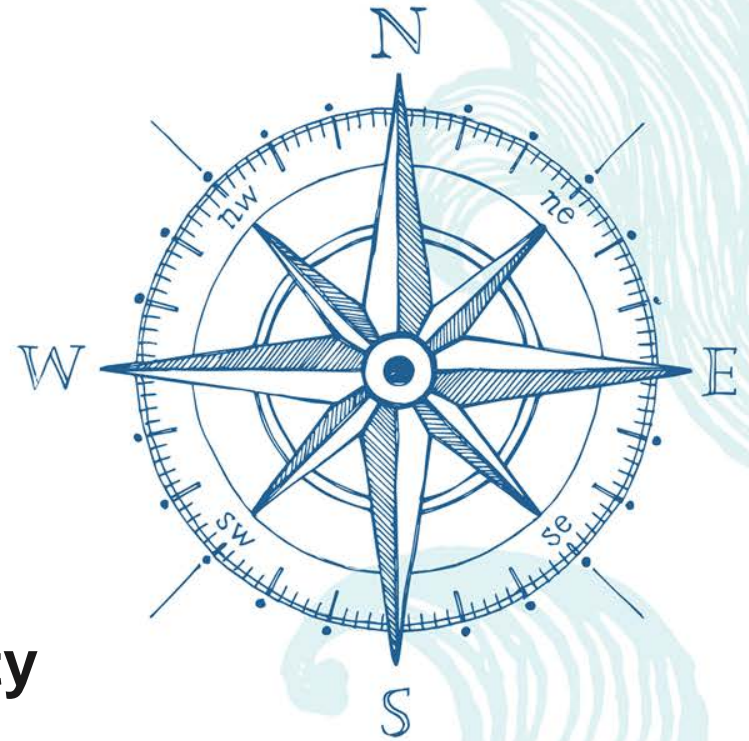


BUILDING COLLABORATIVE COMMUNITIES

NAVIGATING CHALLENGES, CHARTING INNOVATIONS



Using Lean Principles to Optimize Non-Construction Processes and Workforce Safety



Presenters



Meredith Hargreaves
Senior Lean Practitioner
Haley & Aldrich



David Korpan
Director of EH&S
CalPoly



Jake Torrens
Lean Practitioner
Haley & Aldrich





Learning Outcomes

1. Have a clear understanding of Lean principles. Leave with a better understanding of what it *actually* is (and what it is not).
2. Learn about how Cal Poly-SLO applied Lean to improve its safety culture and reduce injuries.
3. Learn about the universality of Lean, and how it can be applied to tackle many problems in Facilities Management.





How many of you are familiar with Lean?



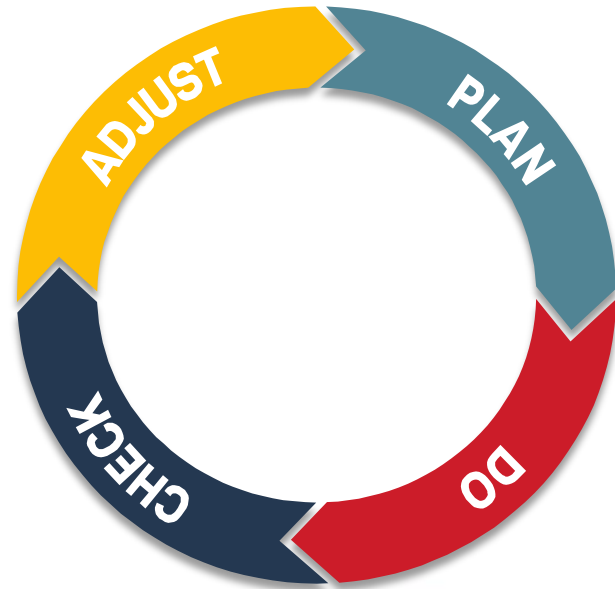
What does Lean mean to you?

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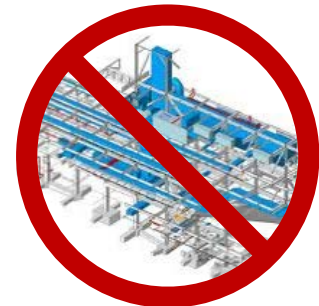
Lean is a system of thinking and acting that:

Increases **Value**
Reduces **Waste**
Respects **People**





Myths of Lean



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How can Lean *actually* help us?

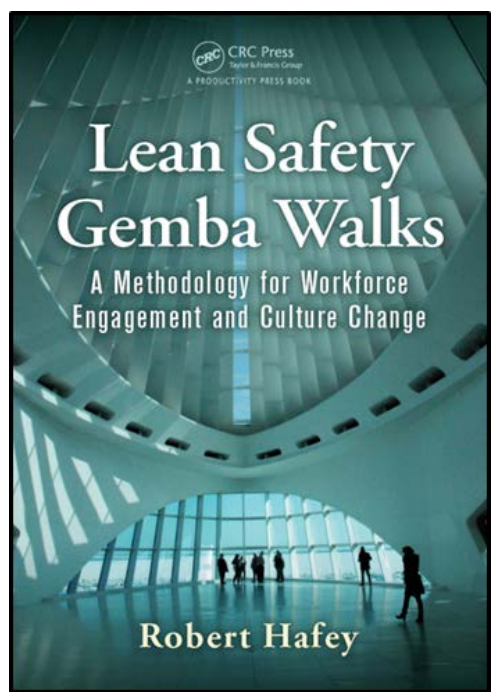


- » Repeat customers
- » Higher satisfaction





Case study from Cal Poly-SLO: Lean Safety Gemba Walk Workshop



California State University LEAN SAFETY GEMBA WALK WORKSHOPS

Lean Safety provides a proven path to culture change because it engages employees in an honest trust building approach to continuous improvement. *Lean Safety* is a culture change enabler.

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WIFM? What's In It For Me?

- You can continuously cope, or you can continuously improve!



- Prevent injuries: Make work safer and easier!
- Reduced cycle time (less labor to complete tasks)
- Enhanced employee satisfaction and development
- Reduced Workers' Comp Claims





Case study from CalPoly: Lean Safety Gemba Walk Workshop

Gemba: Anyplace where work is done





Focus on your processes rather than your people



Where to start?
Focus on your processes!





Lean Safety Gemba Walk Workshop



What to look for when walking the Gemba





Case study from CalPoly: Performing Arts Center – Old Processes



Custodial worker cleaning the Performing Arts Center





Performing Art Center Custodial Work – New Processes





Case study

Work processes: Current State



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Case Study:

Opportunities: Identified During the Gemba Walk to Make Work Safer and Easier





Case Study: Carpet Cleaning Opportunities



Carpet cleaning





Case Study: Trash Collection and Handling Process





Feedback From CSU Custodial Leads and Supervisors

- “Going out to the place of work we get a better understanding about what the employee has to go through on a daily basis.”
- “To be able to watch someone working and be able to see if I can help them work smarter not harder.”
- “I am super excited about process mapping and am looking forward to creating maps for the processes in my department.”
- “Yes, it gives you a different look at the way things are being done. It also keeps you looking for ways to improve safety while also improving the time it takes to do the job.”
- “Everyone should be aware of Lean Safety Gemba from the top (president) to the bottom (students) and everyone in between.”
- “Gemba walk - hands-on experience is very valuable and important.”
- “Gemba walk was eye opening as how willing employees are when approached in the right way.”





Grant programs are available to you from the Chancellor's Office and Risk Management Fund



Need Help? David is available to provide assistance with the grant application. dkorpan@calpoly.edu





Universality of Lean:

It can be applied to other Facilities Management challenges



Plus

- What went well in this session?

Delta

- What could have gone differently?

Key learnings

- What did you learn?



If you leave this room with three thoughts, we hope you remember this:

1. Lean is a philosophy that can be applied to tackle many facilities issues
2. It is an approach based on understanding customer value, reducing problems (or waste), and respecting people throughout a system
3. It has the potential to create sustaining, transformative results for organizations and their people



Questions? Please contact us.



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Please fill out session evaluation using Guidebook.

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