FAS Managers’ Town Hall

6/28/18
Culture of Continuous Improvement

Lean Pulse Check

Jill Goldsmith, PMO
Sara Tao, IT
Today’s Topics

- CI Program Overview
- Lean Success Story
- Pulse Check on your individual Lean Journey
- Available Lean Support
Goal: Balanced Lean Management System

**Improve**
- Tools
- VSM & A3 Thinking

**Deliver**
- customer value

**Align**
- True North

**Enable**
- Active Daily Engagement

Lean is a cultural transformation.

The foundation is respect for people and PDCA – Plan, Do, Check and Adjust.
CI Program Overview
Finishing Year 4 of FAS Lean Journey

**Align**
- Refined True North and Strategy Deployment
- FET monitors strategic priority and True North metrics on a regular basis

**Enable**
- Expanded training – 694 staff have received some lean training
- Active Daily Engagement in pilot areas
- Lean Leader training and coaching

**Improve**
- Ongoing improvements as a result of Kaizens or training/coaching
Plans for Year 5 of FAS Lean Journey

FY 19 emphasis is to continue to build a balanced lean management system with everyone involved in continuous improvement.

**Align**
- Refresh True North to align with campus
- Align unit goals with True North

**Enable**
- Establish a cohesive and progressive lean training program
- Practice Active Daily Engagement in half of the FET direct report units
- Leader Standard Work coaching
- Communicate and showcase successes

**Improve**
- Conduct coaching on improvements, A3 Thinking
- Take advantage of improvement opportunities and conduct kaizen events with leadership support
Lean Pulse Check
## Improvement Projects – Post Lean Fundamentals Training

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Department</th>
<th>Project Team</th>
<th>White Belt Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streamlining the process for reporting enrollment data</td>
<td>BRM</td>
<td>Chau Tu, Carol Luong</td>
<td>Spring 2018</td>
</tr>
<tr>
<td>Approvals Over 100K</td>
<td>Controllers Office</td>
<td>Augusto Oliveira</td>
<td>Spring 2018</td>
</tr>
<tr>
<td>Closeout Bootcamp</td>
<td>Controllers Office</td>
<td>David Scarbeary-Simmons and Nicholas Clem</td>
<td>Spring 2018</td>
</tr>
<tr>
<td>BE-125 Survey Compilation Redesign</td>
<td>Controllers Office</td>
<td>Sara Chan-Betancourt</td>
<td>Spring 2018</td>
</tr>
<tr>
<td>Strategic Initiatives Department Recruiting</td>
<td>Controllers Office</td>
<td>Sharon Anderson</td>
<td>Summer 2017</td>
</tr>
<tr>
<td>CGA Reorganization Training</td>
<td>Controllers Office</td>
<td>Nancy Ha, Florence Lu, Lana Tomitch</td>
<td>Winter 2016</td>
</tr>
<tr>
<td>CoSI Project Management Toolkit</td>
<td>Controllers Office</td>
<td>Eileen Foster</td>
<td>Winter 2016</td>
</tr>
<tr>
<td>Improving the movement of HR employees</td>
<td>HR</td>
<td>Maryam Farshad</td>
<td>Summer 2017</td>
</tr>
<tr>
<td>Campus Planning onboarding</td>
<td>Real Estate</td>
<td>Kimberly Woo and Diane Wong</td>
<td>Spring 2018</td>
</tr>
<tr>
<td>19A/SNC Building Energy Usage</td>
<td>Real Estate</td>
<td>Bill Tarangioli and Steve Schacher</td>
<td>Summer 2017</td>
</tr>
<tr>
<td>Improved Pre-Construction coordination</td>
<td>Real Estate</td>
<td>Kevin Beauchamp</td>
<td>Winter 2016</td>
</tr>
<tr>
<td>Streamlining the Lease Due Diligence Process</td>
<td>Real Estate</td>
<td>Bruce Lanyon</td>
<td>Winter 2016</td>
</tr>
<tr>
<td>space.ucsf.edu website</td>
<td>SOM</td>
<td>Cristina Morrison</td>
<td>Summer 2017</td>
</tr>
</tbody>
</table>
Types of Lean Support Available

**Improvement Work and Implementation Support**
- Encourage new units to begin lean activities
- Support existing units to continue their journey
- Support and coach units on Active Daily Engagement

**Group Training & Coaching**
- 4-day lean fundamentals training with coaching leading to white belt certification
- 3-hour intro to Lean concepts
- Coach developing lean practitioners
- More to come…

**Materials & Accessibility**
- Supported chatter group
- Brown bag discussions
- Develop accessible materials