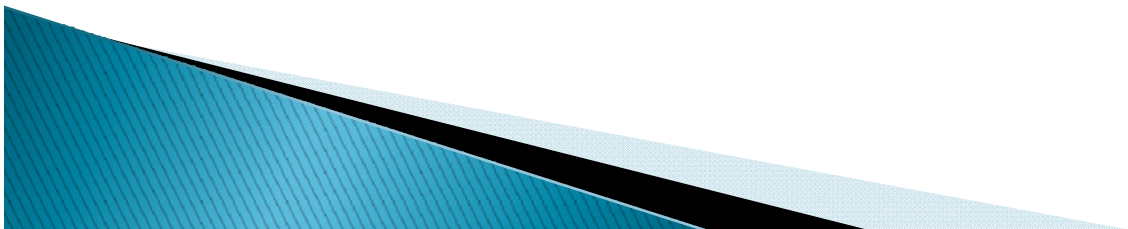


# Challenges most IT departments face today

- ▶ Projects go over budget and over deadline
- ▶ Bloatware
- ▶ Don't adapt well to change
- ▶ Resource constraint
- ▶ More work than can be done



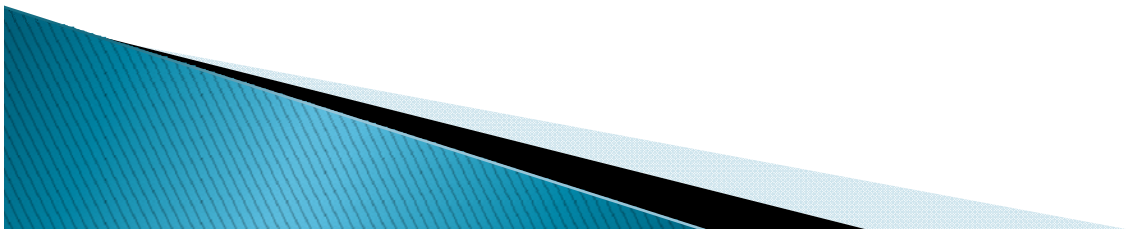
# Lean Thinking

- ▶ Maximize customer value by eliminating waste.
- ▶ It's the relentless pursuit of the elimination of Waste from every process with the ultimate goal of providing World class quality, delivery and service to our Customer at the lowest price.
- ▶ Originated with the TPS – manufacturing
- ▶ It's about the process – Takes a Birds Eye View
- ▶ Used by:
  - Manufacturing
  - Construction
  - Health Care
  - Government
  - IT



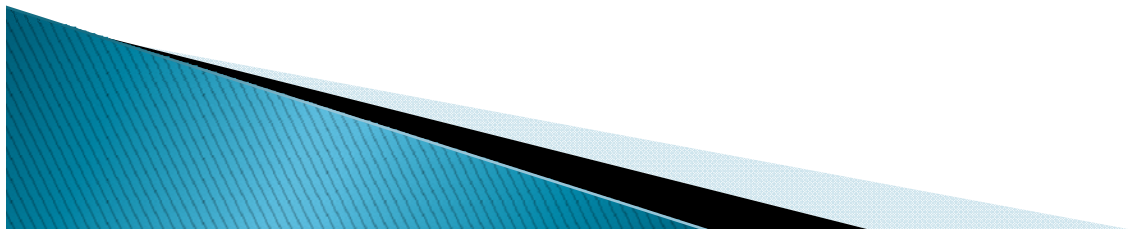
# Doing things differently

- ▶ Lean Thinking is a change in mind set – where we continuously strive for perfection by eliminating waste
- ▶ Culture Shift – Environment of Learning
- ▶ Engage in Inspect and Adapt systematically and at all levels
- ▶ Not about working harder – it's about leveraging 'The System' to do the hard work



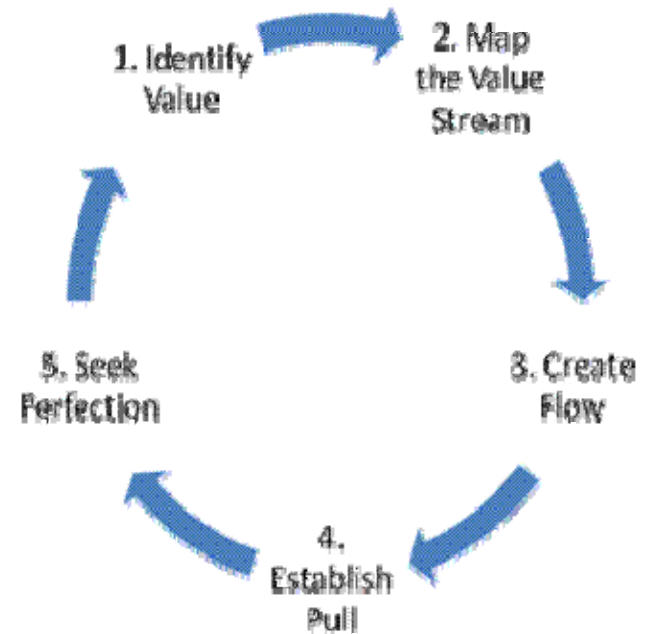
# Principles of Lean

- ▶ **V**alue
- ▶ **V**alue Stream
- ▶ **F**low
- ▶ **P**ull
- ▶ **P**erfection




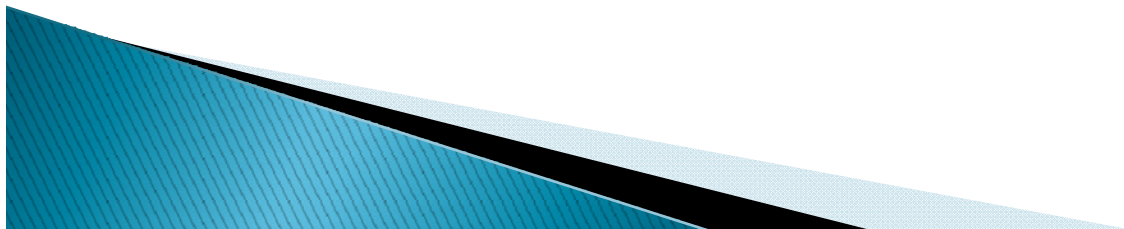
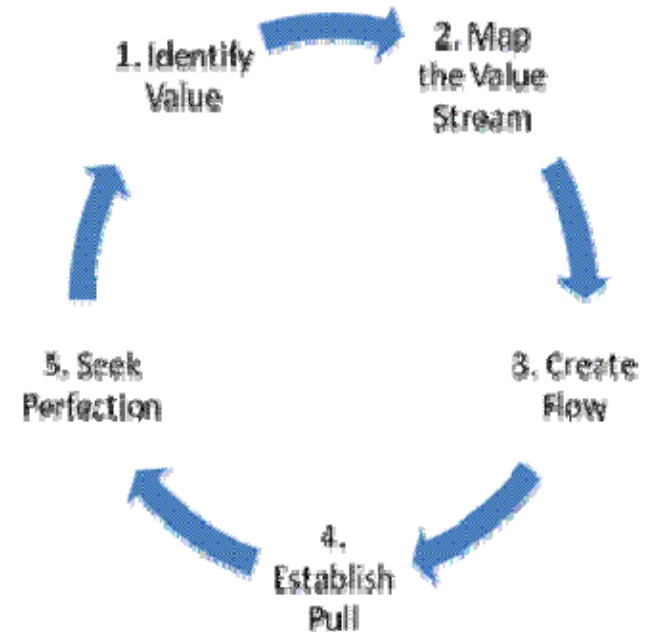
# Value => “Maximize Customer Value by Eliminating Waste”

- ▶ Who is the customer
  - Can be multiple steps removed
- ▶ What do they think is of value
- ▶ True North
- ▶ Definition
  - Why do they want it
  - What action will they take as a result of what you have produced?



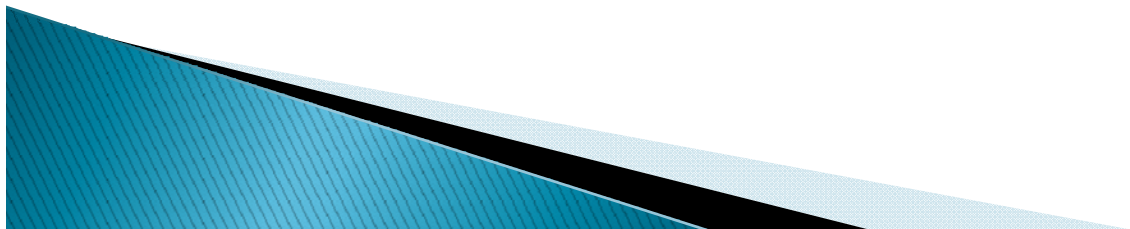
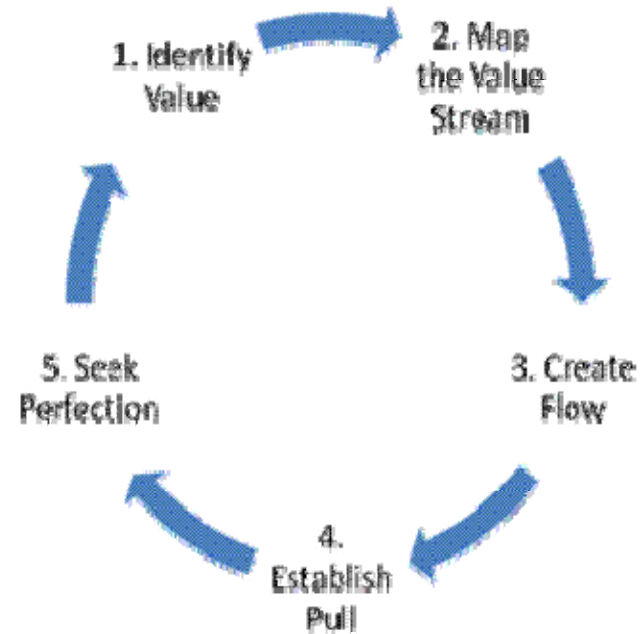
# Value Stream Map

- ▶ Steps required to create value (SDLC)
- ▶ Activity  Value creation
- ▶ Identify 'non value add' steps
- ▶ Baseline for future improvement



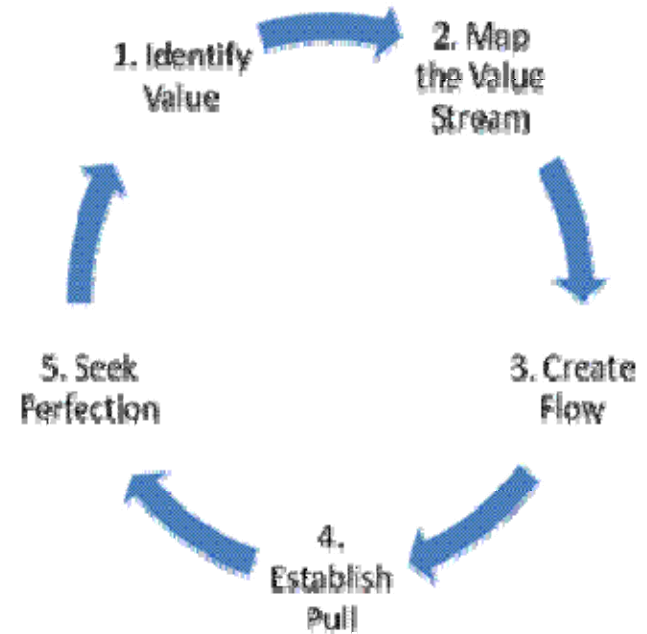
# Flow

- ▶ Working at a steady, predictable, sustainable pace
- ▶ Look for
  - Bottlenecks
  - Blockers
  - Overloads

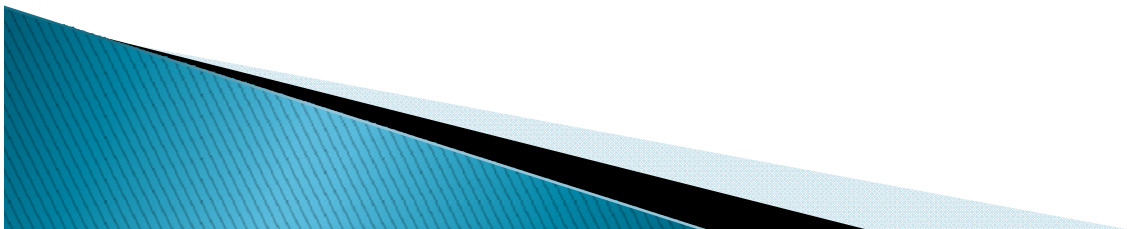


# Pull

- ▶ Work is pulled when there is capacity and demand
- ▶ Not a push system.



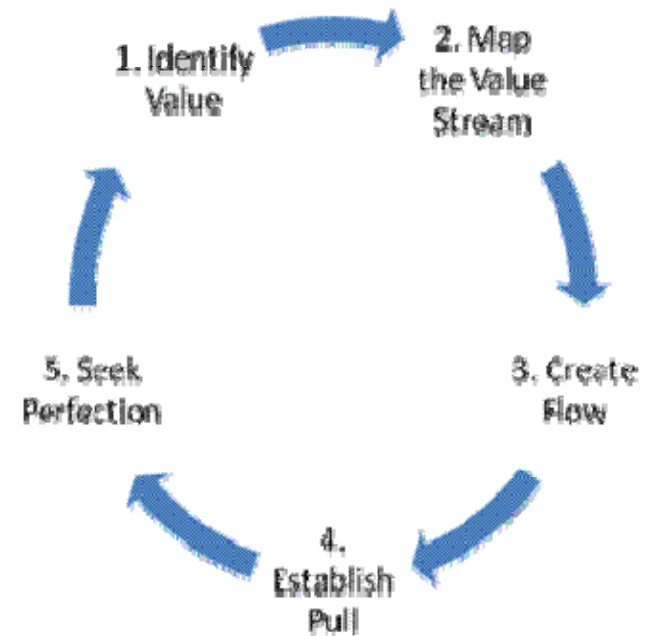
*Stop Starting, Start Finishing*





# Seek Perfection

- ▶ Kaizen – Kai=Change  
Zen=for the better
- ▶ There is Always room  
for improvement
- ▶ Healthy  
dissatisfaction with  
'Status Quo'
- ▶ Inspect and Adapt



# Waste

- ▶ Activities or resources that don't add value but add cost and time
- ▶ 7 forms of waste
  - Overproduction
  - Inventory
  - Extra Processing
  - Motion
  - Defects/Rework
  - Waiting
  - Transportation
  - Underutilized Human Potential



Lets make toast –  
“You burn, I’ll scrape”



# People in a LEAN organization

- ▶ Feel valued, rewarded and recognized
- ▶ Fully engaged as part of a team
- ▶ Empowered to Own the process
- ▶ Learners
- ▶ Highly trained and skilled
- ▶ Challenge Status Quo
- ▶ FUN!



Warning: Success is addictive

