

MICRO-PROCESS IMPROVEMENT



Brown bag meetings...

Agenda

- The Problem
- What is Micro-Process Improvement?
 - How does it work?
 - Fine Print: A few definitions.
- Next steps?



The Problem

How do we introduce staff to continuous process improvement when:

- People have no time
- Process experts are few and have limited capacity
- Coaching is a big part of developing process improvement skills
- Training can be time consuming – it's not a quick fix



Goals

Support and cultivate a culture of continuous improvement:

- Help people to “Learn to See” process waste and improvement opportunities
- With Peer Coaches at first, and on your own in the future
- Run this as a client-first continuous improvement program (practice what we preach)



What is Micro-Process Improvement?

- A guided process problem solving technique
- Developed by McGill staff for McGill staff
- You are assigned a Peer Coach for support
- Peer Coaches have backgrounds in process improvement
- You choose the process problems to work on
- You can come alone or as a small team (<4 people total)
- You meets coach at regular intervals depending on needs
- Work is done by client/team with guidance by a Peer Coach



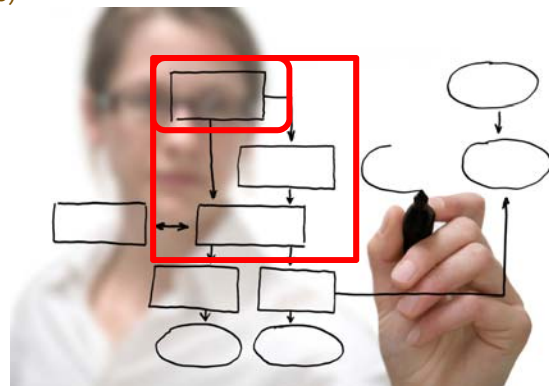
What is a "micro-process"?

Can be an **entire process** or a **part of a process (activity)** with these limits:

- Activity is 100% within control of the client (you)
- It exists in your immediate team
- It is realistic (Determined with Peer Coach)

A process/activity has a:

- Defined start and end
- Frequency (daily, weekly, triggered, etc.)
- Transformational step
(moving, editing, creating, approving, etc.)
- One or more outcomes



What is “minimum viable training”?

- Peer Coach will teach what’s needed as necessary
- No training can exceed 1 hour (preferably much less)
- Topics include:
 - Discovering problematic process
 - Identifying process inefficiencies/redundancies
 - Root cause identification
 - Process Mapping
 - Supply/inventory management
 - Mistake-proofing
 - “Visual Management”



Coaches

Coaches will:

- Screen ideas for compatibility with Micro-Process Improvement
- Guide you through a problem solving process:
 - Defining the problem
 - Identifying root cause
 - Structuring an improvement
- Guide, coach, teach and motivate as necessary

Coaches will not:

- Take on engagements that they can't handle (time, complexity)
 - “down-scoping” is an option
- Offer solutions to the problem
- Do the work beyond guidance, coaching and teaching
- Be exposed to or partake in office politics
- Held responsible for incomplete improvements

How does it work?

Step 1:

- Come to a “brown-bag session” (you’re here!)
- Be paired with a Peer Coach
- Goal: Discuss/Screen the activity to be improved
- Information gathering:
 - Share knowledge, gather evidence and metrics (if needed)
 - Discuss tools to analyze problem (“homework”)
- License: Discuss support needed to make changes
- Work with Peer Coach to plan next steps



Step 2...

- Go back to the office
- Communicate and recruit!
 - Make sure you control the activity
 - Ask people to help
 - Let them know what you’re up to
- Do your “homework”



Step 3 (optional)

- Analyze homework with your coach



Step 4 (optional):

- Improve process with your team and guidance by you Peer Coach



Repeat steps as necessary!

Next Steps

- Real world testing: Recruit first cohort of clients
- Measure results and get feedback
- Adjust course as necessary



Thank You

- Thanks for your time!
- Thanks for your feedback!



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- Join our group on Yammer! Our group is "Micro-Process Improvement".

