



Lasting benefit through the discovery of solutions by the collaboration of ideas and the belief that all problems are valued.

Situational Approach to Process Improvement

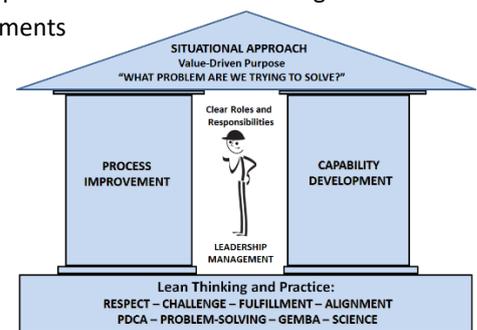
Each organisation is unique and therefore needs to tailor the approach to their own circumstances. When working with organisations In² Project Management uses the underlying principles of Lean thinking which have been evolving within high performing companies over many years and adapts the approach to address the specific problems that need to be solved. A simple definition is “creating value for customers while consuming the least resources by utilising the talents of the people who do the work”. The key focus is improving the customer experience by achieving quality at source and flow in the way the work is done. Engaging the staff with good, structured methods is critical to producing sustainable results.

The development of internal capability is based on a "learn by doing" approach underpinned by the scientific method of PDCA (Plan, Do, Check & Adjust).

How do apply in practice?

Through significant experience and research, the Lean Global Network has developed a framework to assist organisations to develop a situation approach. The Lean Transformation Framework has 5 key elements

- Value driven purpose
- Process improvement
- Capability development
- Management systems & Leader behaviours
- Mindset/culture



Problem Discovery Questions

When unpacking problems, we have found that there are 6 key “open” discovery questions that add the most value to understanding problems:

1. What problem are we trying to solve?
2. What’s truly standing in your way?
3. What will happen if you don’t take the next step?
4. What does success look like?
5. What have you done to try and solve the problem?
6. What do you need the most right now?

From the answers, you will be able to undertake a Gemba (go to the place where the work is done and see) to analyse your observations. This will then help you to define the core problems that you and your team have identified up to this point.

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