

# Back-to-Basics Improvement Toolkit

2022 - 2023



# Identify + Remove Waste



Defects



Transport



Movement



Inventory



Overprocessing



Overproduction



Waiting



Unused potential

# The “Four Rules” - Defining HOW your process should operate

## 1. How people work.



Work is specified to content, sequence, timing, and outcome.

*(Process flows, procedures, tip sheets.)*

## 2. How people connect.



Connections are direct, with a clear yes-or-no way to send requests + receive responses.

*(Roles + responsibilities, acceptance criteria.)*

## 3. How processes are designed.



The pathway for every product + service is simple and direct.

*(Complexity must earn its way in.)*

## 4. How processes are improved.



Improvements are made using the scientific method, under the guidance of a teacher, by those doing the work.

*(Plan – Do- Check – Adjust cycles.)*

# Closer to WHY

