

LET'S TRY KAIZEN

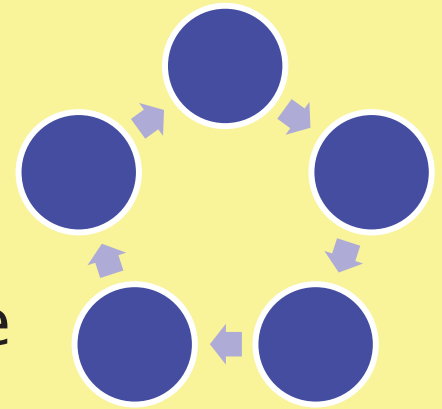
Improvement in Action – Koosh Ball

Solve/Plan – Set the Goal

TO: Decrease the koosh ball process cycle time

FOR: Koosh ball team members

SO THAT: Customer Is happier; Free up team time for other value added activities



CONDITIONS:

- The ball must start and end with the same person
- Each person must touch the ball in the same order as they did at the outset
- Two people cannot touch the ball at the same time.
- If the ball falls on the floor you must begin again

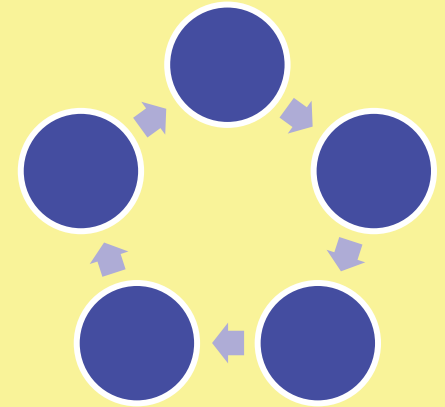
STANDARDS/MEASURES: Time for all team members to ‘touch’ the koosh ball – 50% decrease from baseline

Improvement in Action – Koosh Ball

Solve/Plan

Collect data and information

- Complete the process a few times
 - Without changing
- Establish baseline time and record
- Observe errors and waste



Analyze and identify potential solutions

- Determine issues that are consuming time; Why do they exist?
- Establish potential solutions; what are they?

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Try/Do

Perform assignments to test potential solutions

- Try potential solutions
- Run the process

Measure results to achieve the goal

- Measure results

Learn/Study

Analyze results and determine impact

- Back to potential solutions and goal – Do you need to modify solutions? Retest?

Extract learning

- Why did it work?
- Why did it not work?
- What will you try next?

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Install/Act

For the team with the greatest decrease in time:

In a tell, show, do, recycle format teach the other teams your new standardized work.

All other teams, try the new process and measure the results.

**Are all teams able to achieve the goal?
Consistently?**

Koosh Ball Conclusions

Important being able to...

- Communicate effectively with others

- Work as a team

- **Solve**

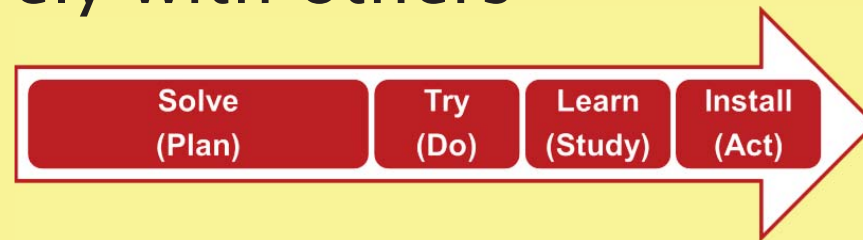
- Focus the improvement effort
- Understand the process

- **Try, Learn**

- Get feedback through measurement
- Learn from success and failure

- **Install**

- Effectively install the new process



**Improvement
cycle - really this
simple!**