

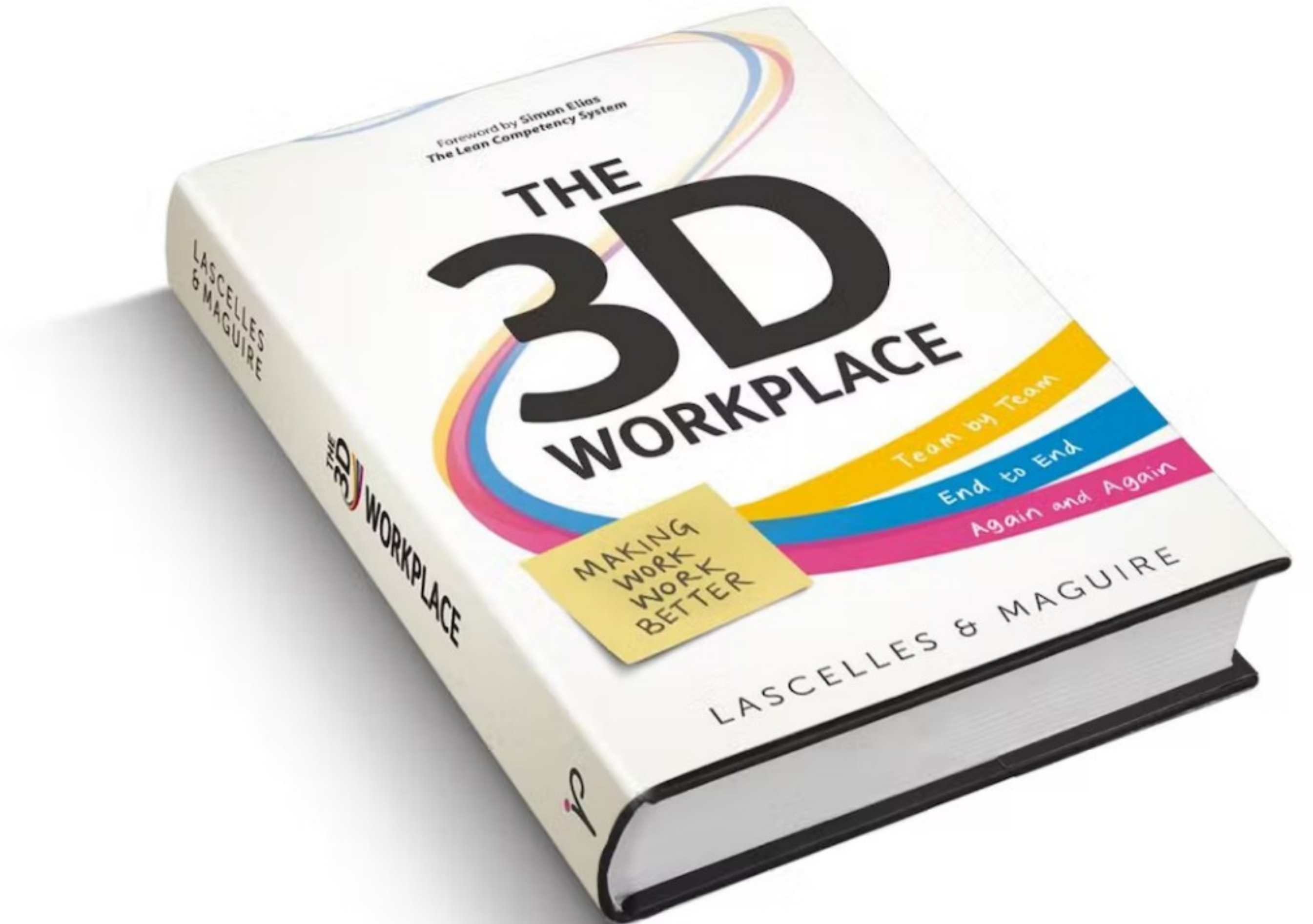


Improving how to Improve

LCS Community Networking Event

12th October 2022

Start time 10.30 am



Welcome



The purpose of the webinar is to discuss “improving how to improve” with reference to the new book **The 3D Workplace**

- **Introduction:** Simon Elias: Director, Lean Competency System
- **Facilitators:** James Lascelles & Rob Maguire
- **Duration:** 90 minutes
- **The event is being recorded**
 - The recording will be available to attendees

Agenda

- Welcome and introductions
- The 3D framework
- The LCS impact on 3D initiatives
- Why write a book?
- Feedback and close



Introductions

Your Facilitators:



James Lascelles



Rob Maguire

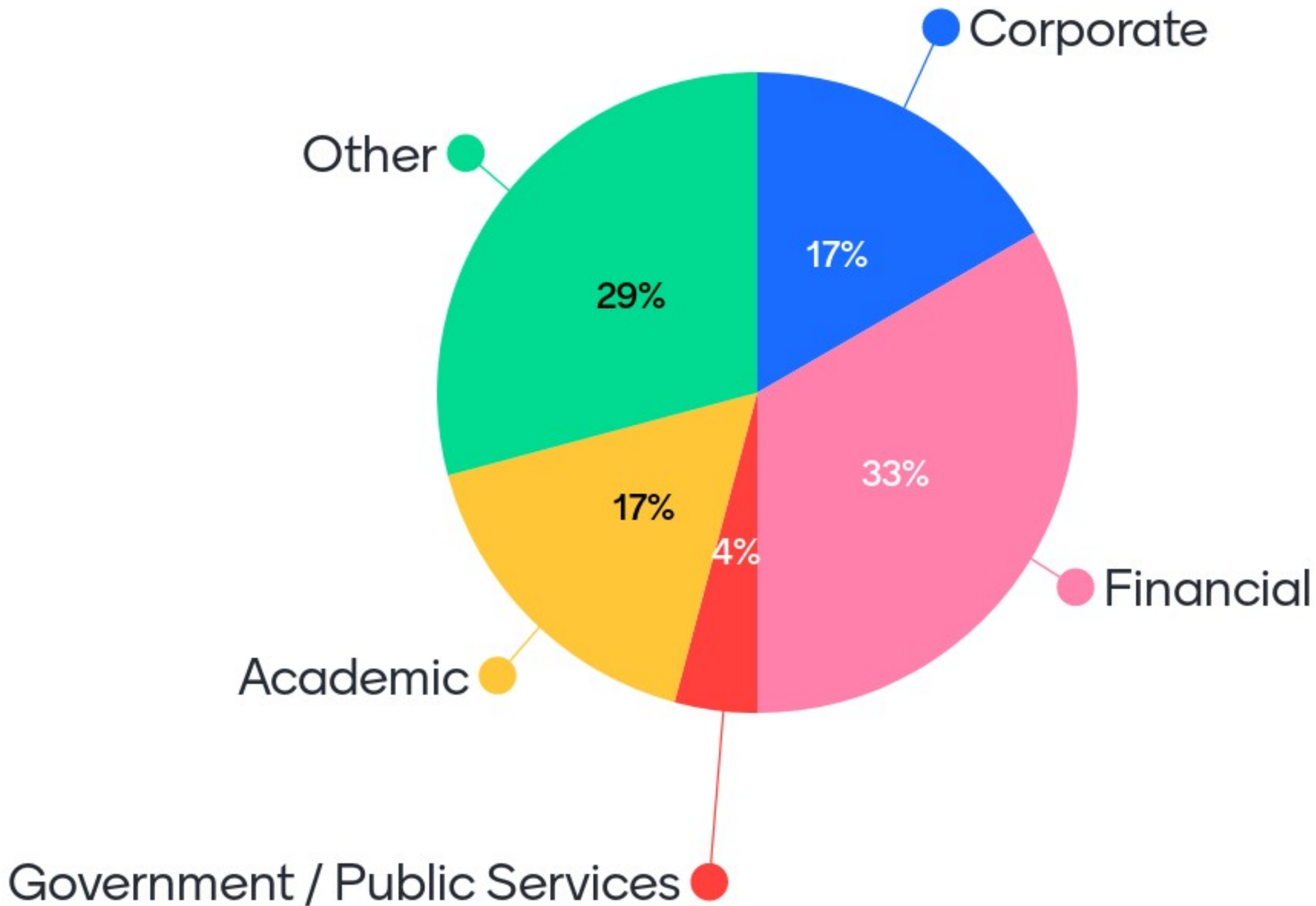
A bit about us....

- ✓ We've worked together for over 18 years.
- ✓ More 'geek' than generalist: deeply passionate about our chosen field
- ✓ Very hands on: we love diving into the work at every level
- ✓ Accredited Executive and LCS Coaches
- ✓ Respect for people, partnership & collaboration are at the core of our work

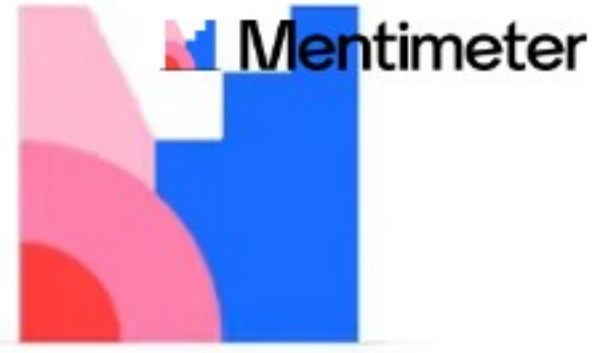
A sample of the companies we have worked with over the years, spanning multiple industry sizes and sectors:



What type of organization do you represent?



Problems, problems, problems!



...The 3D framework was developed to help solve the problems that undermine so many operational excellence initiatives. What's your experience?

Problems, problems, problems!



...The 3D framework was developed to help solve the problems that undermine so many operational excellence initiatives. What's your experience?

MENTIMETER SURVEY

Score the following problem statements in terms of their impact in your environment

Problems, problems, problems!

...The 3D framework was developed to help solve the problems that undermine so many operational excellence initiatives.

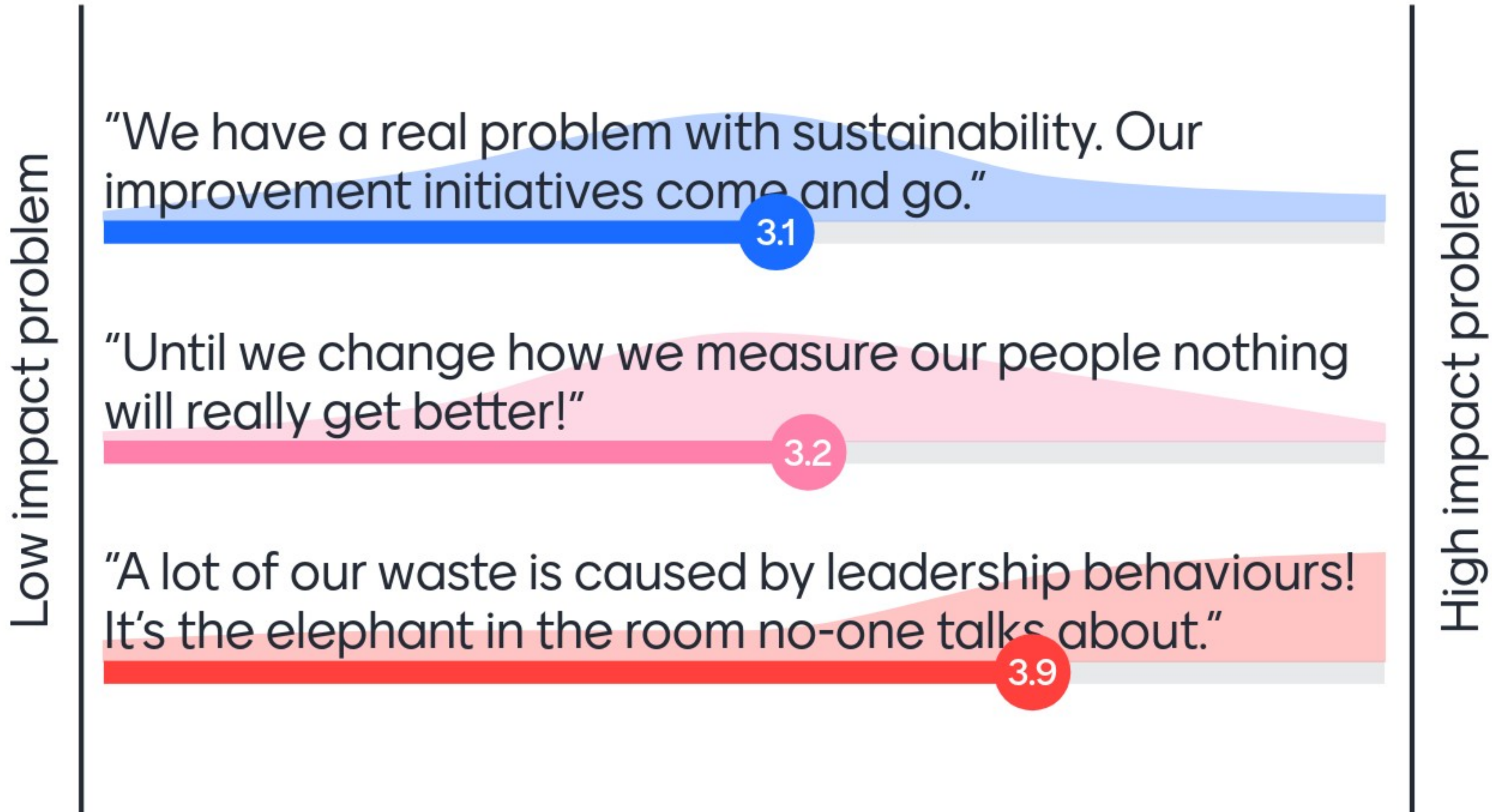
MENTIMETER SURVEY

Score the following problem statements in terms of their impact in your environment

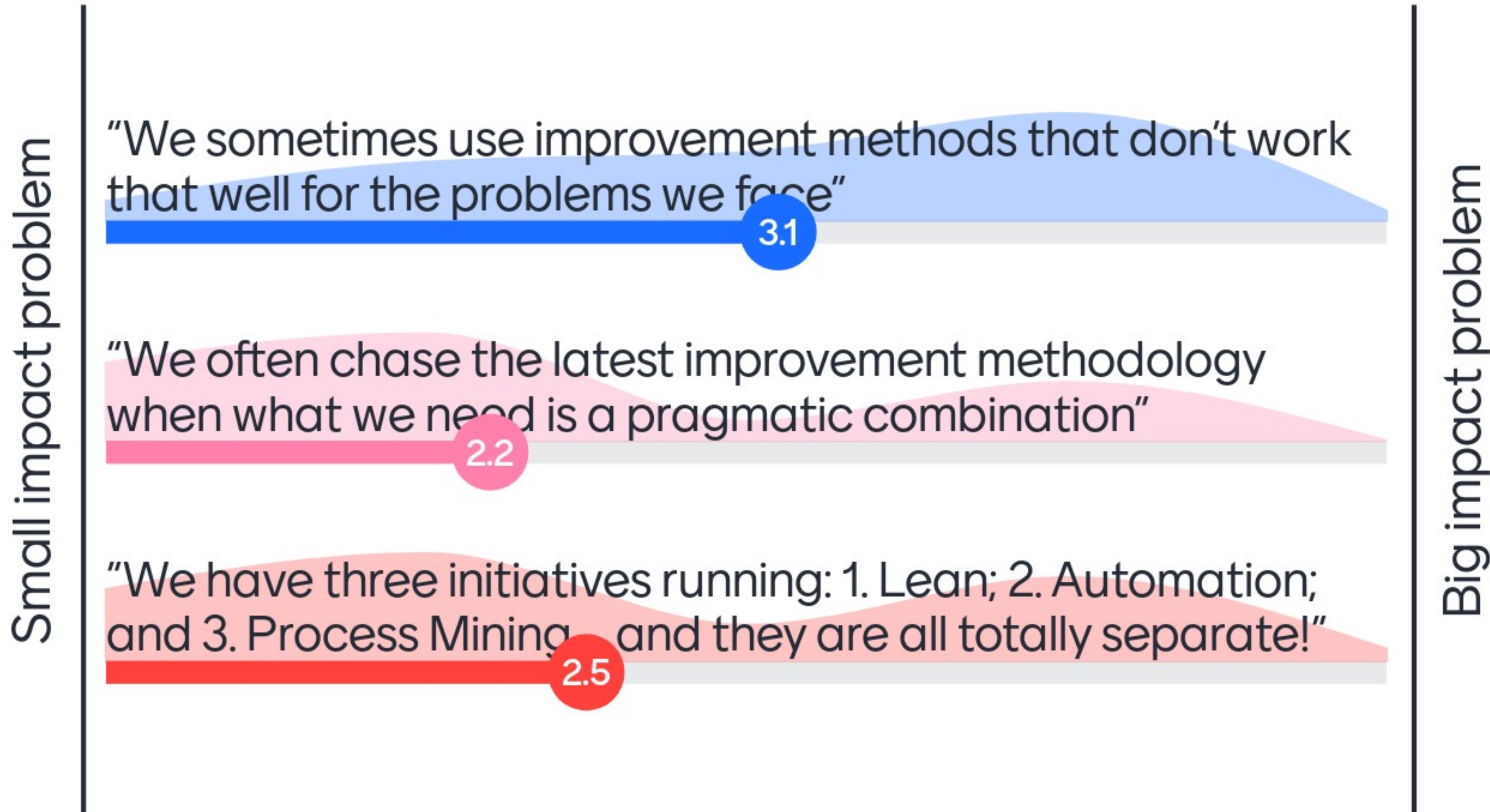
CONTEXT AND GUIDELINES

- 3 categories of problems: Leadership; Methodology and Capability
- 3 problems statements in each category so 9 problems in all
- Score each problem statement 0-5. 0 is low impact. 5 is high impact
- Make it pertinent to your work environment
- Don't be too literal. Score the main theme of each problem statement

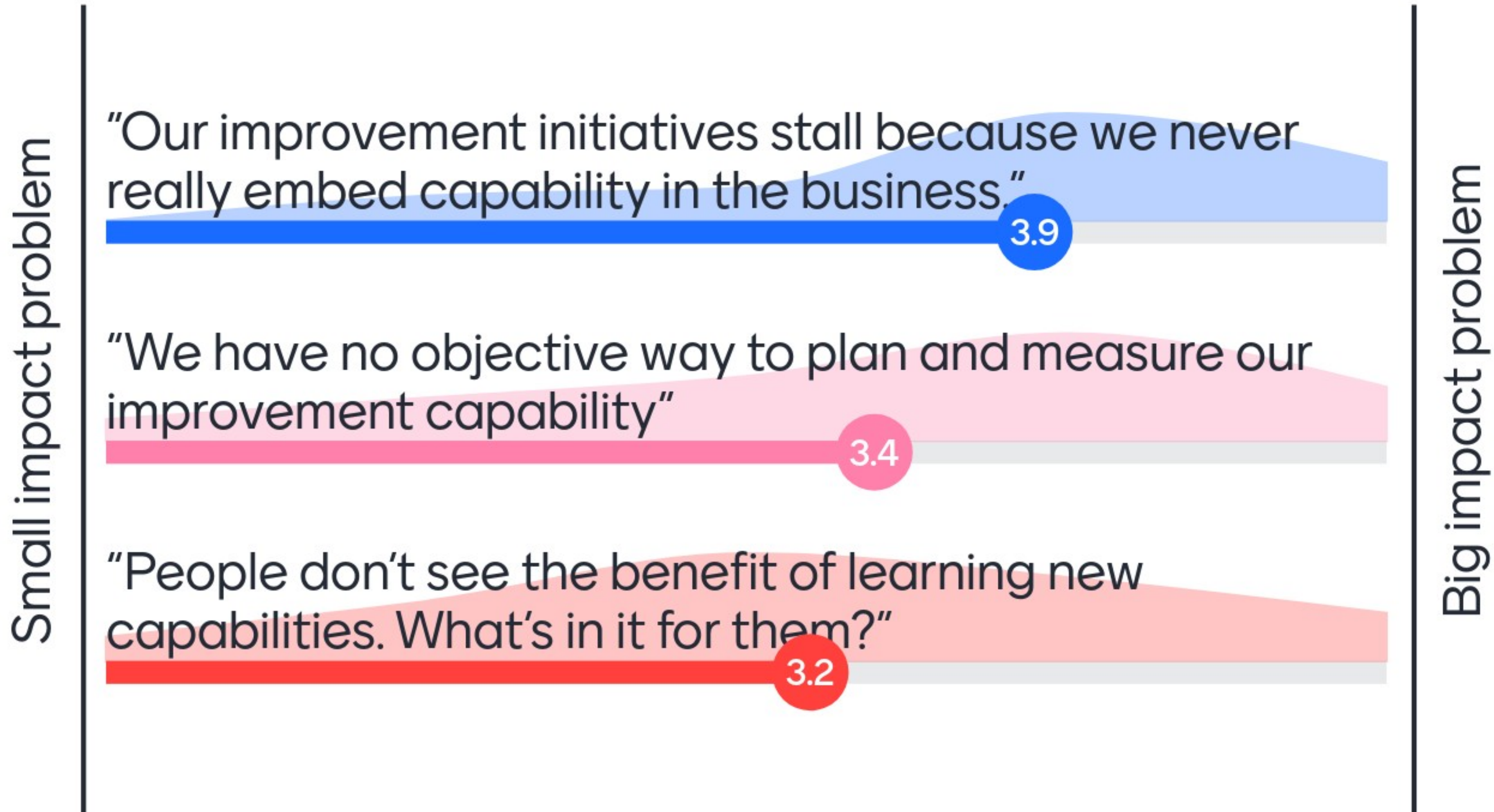
Category 1: Leadership



Category 2: Methodology

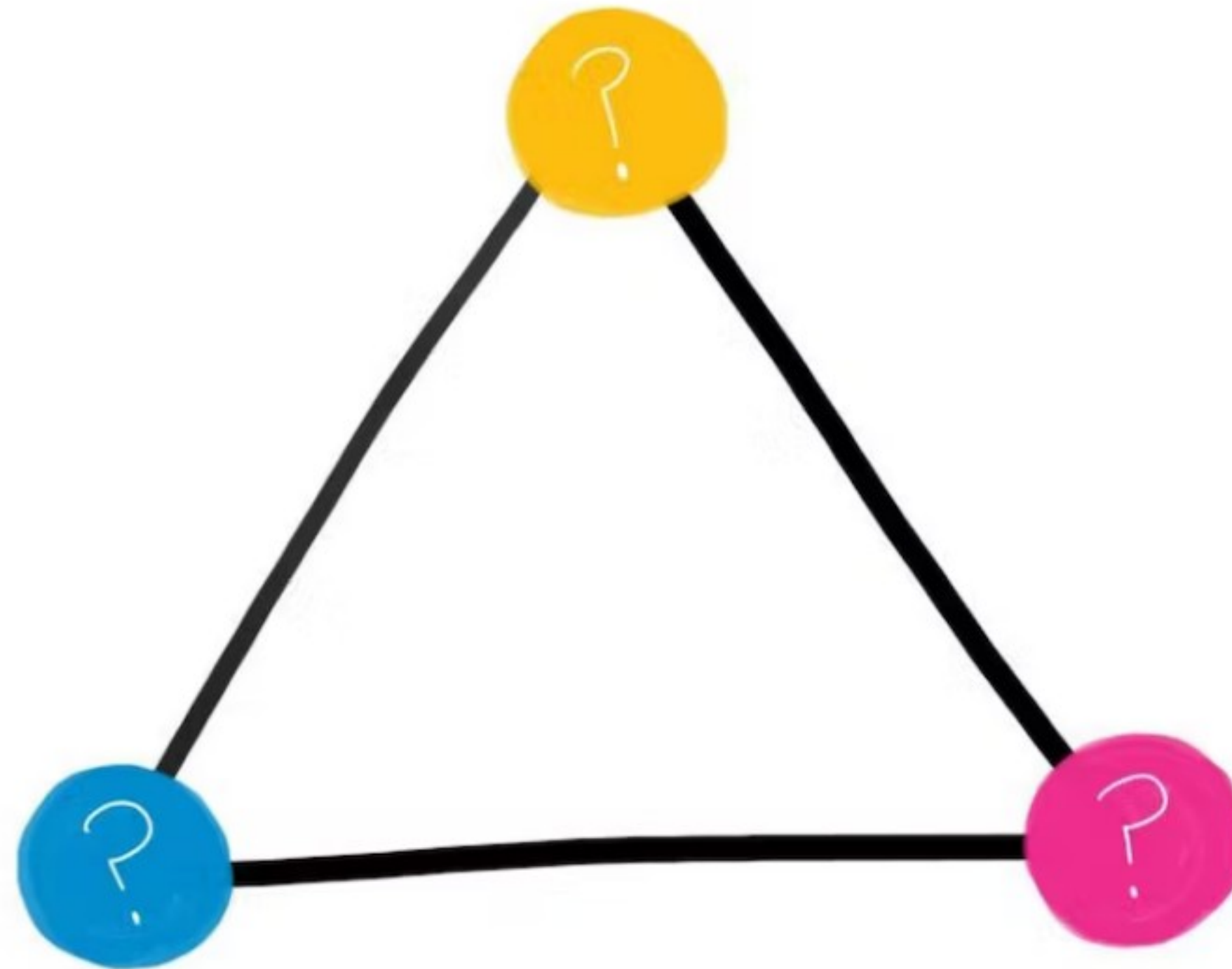


Category 3: Capability



We developed 3D to address these problems

...but what are the 3Ds?



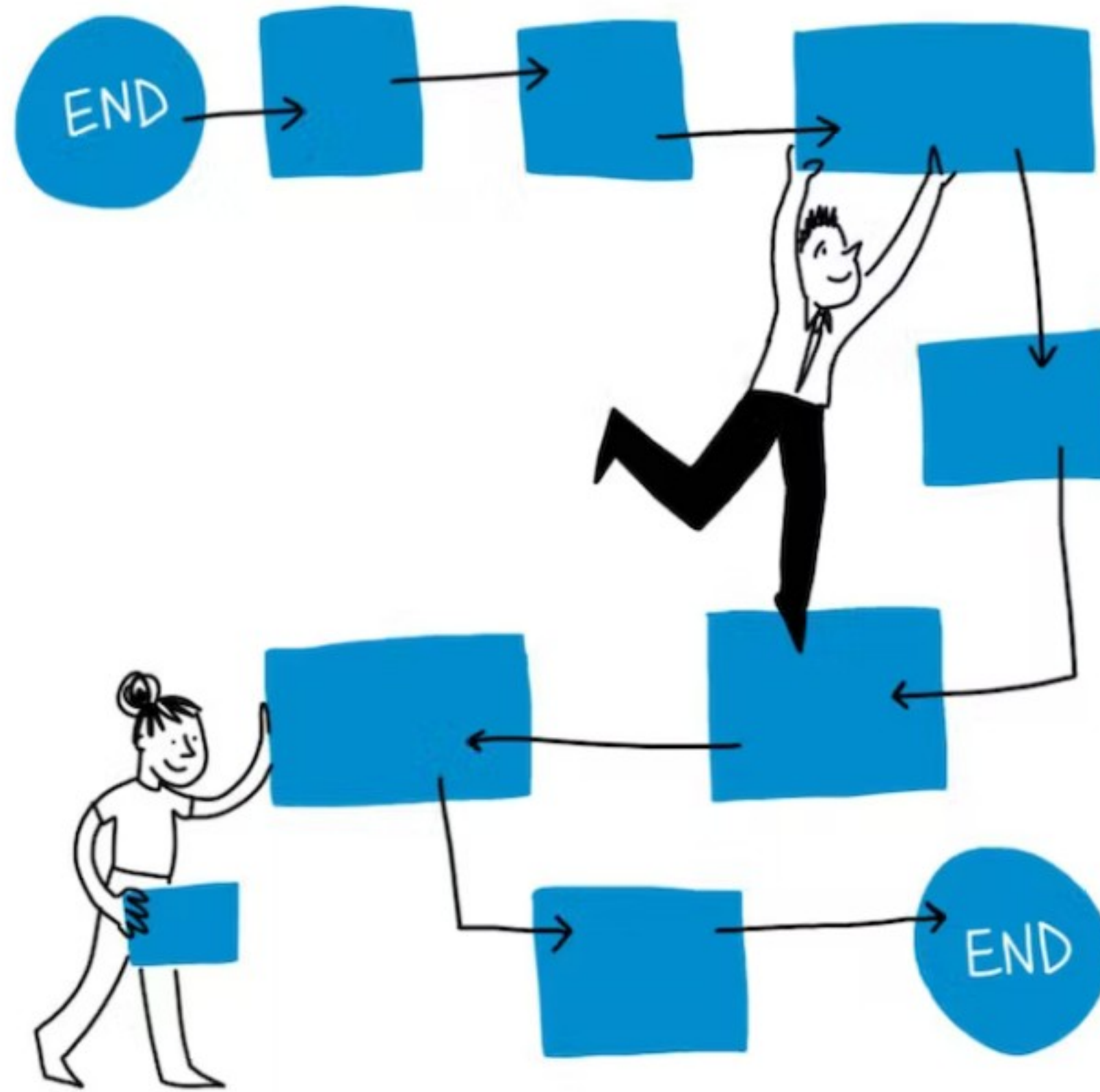
Team by Team

...improve ways of working for our people and teams



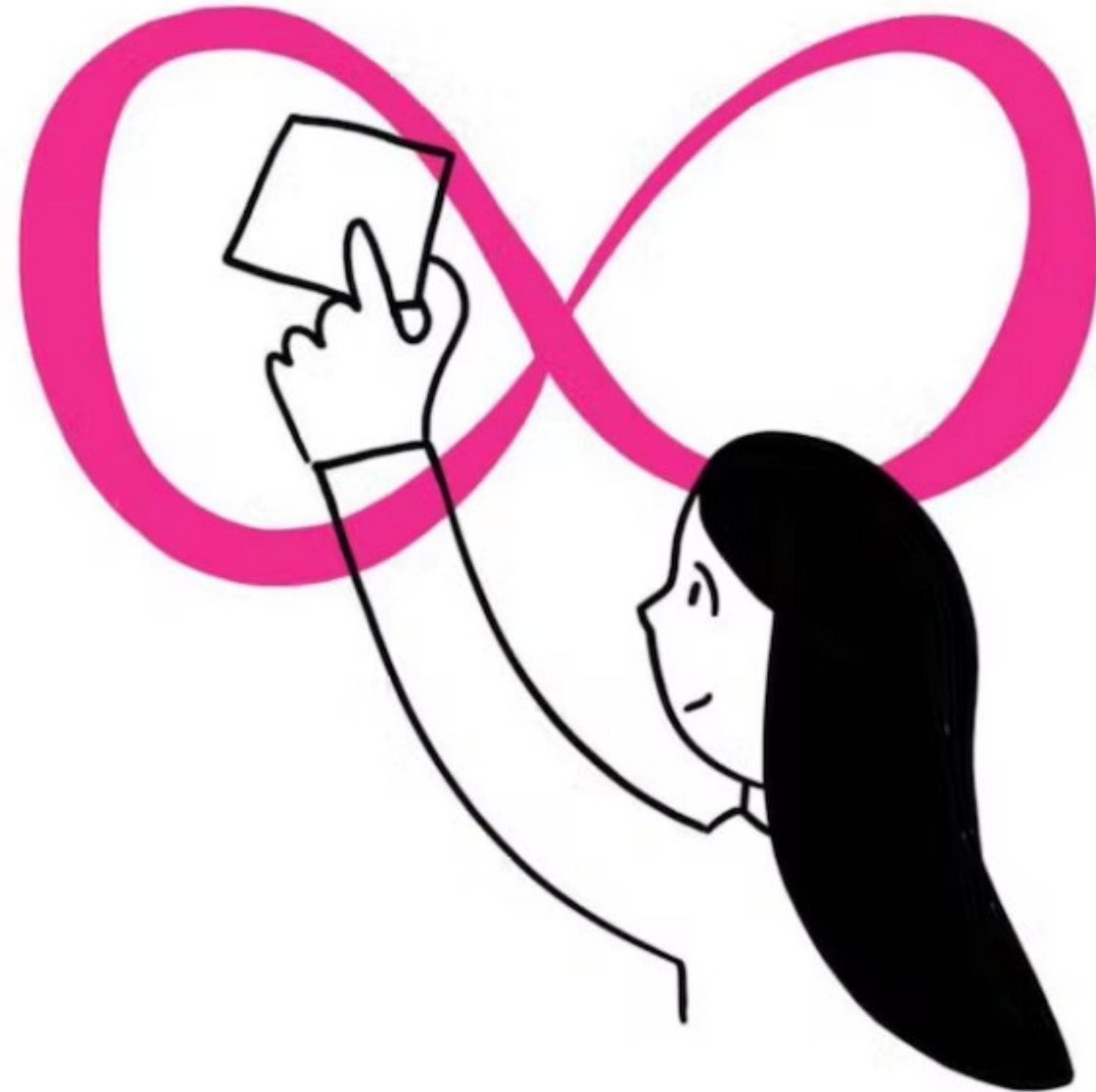
End to End

...ensure our processes and systems are in great shape



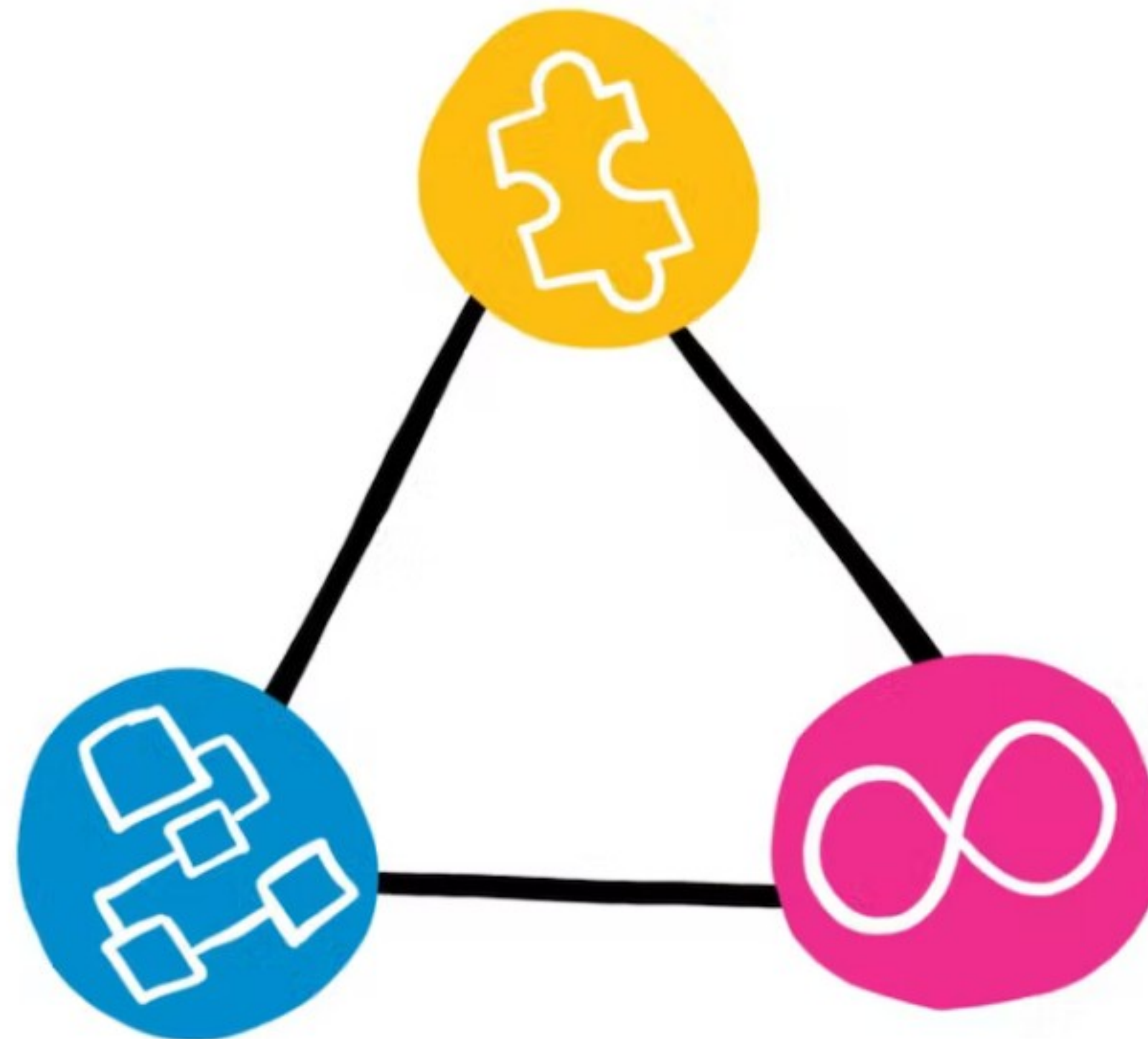
Again and Again

...embed continuous improvement into our culture

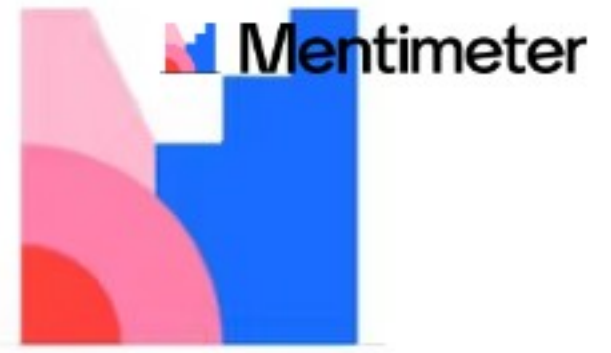


The dimensions reinforce each other

... the triangle is the strongest shape in nature

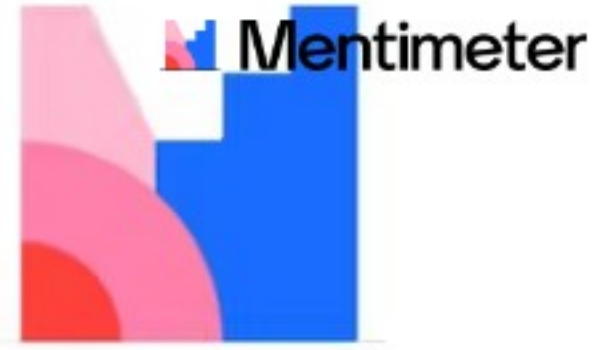


Measuring the synergies



...Our experience is that the dimensions reinforce each other

Measuring the synergies



...Our experience is that the dimensions reinforce each other

MENTIMETER SURVEY

Here are six ways in which the dimensions support each other. Based on your experience, rank them in terms of their relative importance.

Measuring the synergies

...Our experience is that the dimensions reinforce each other

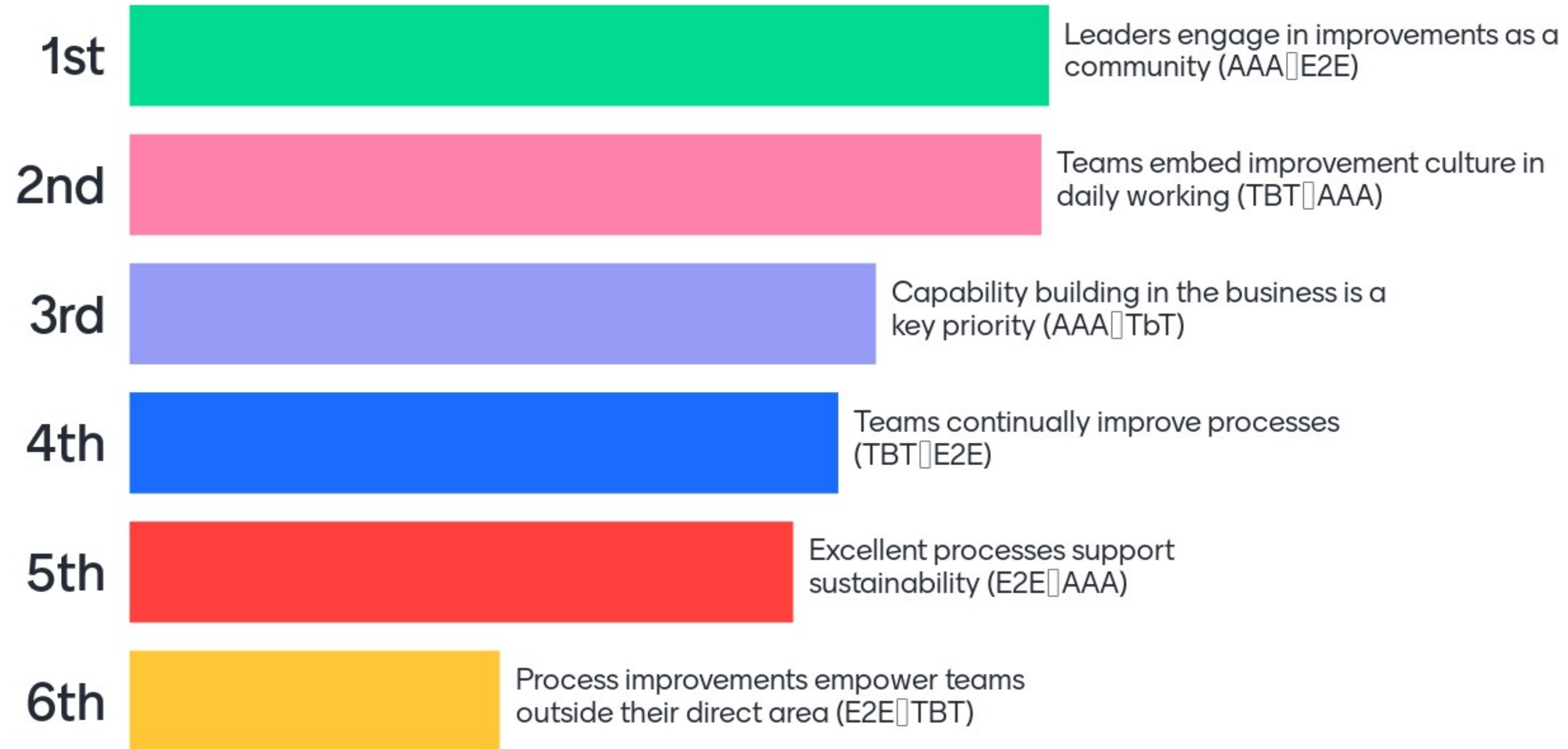
MENTIMETER SURVEY

Here are some ways in which the dimensions support each other. Based on your experience, rank them in terms of their relative importance.

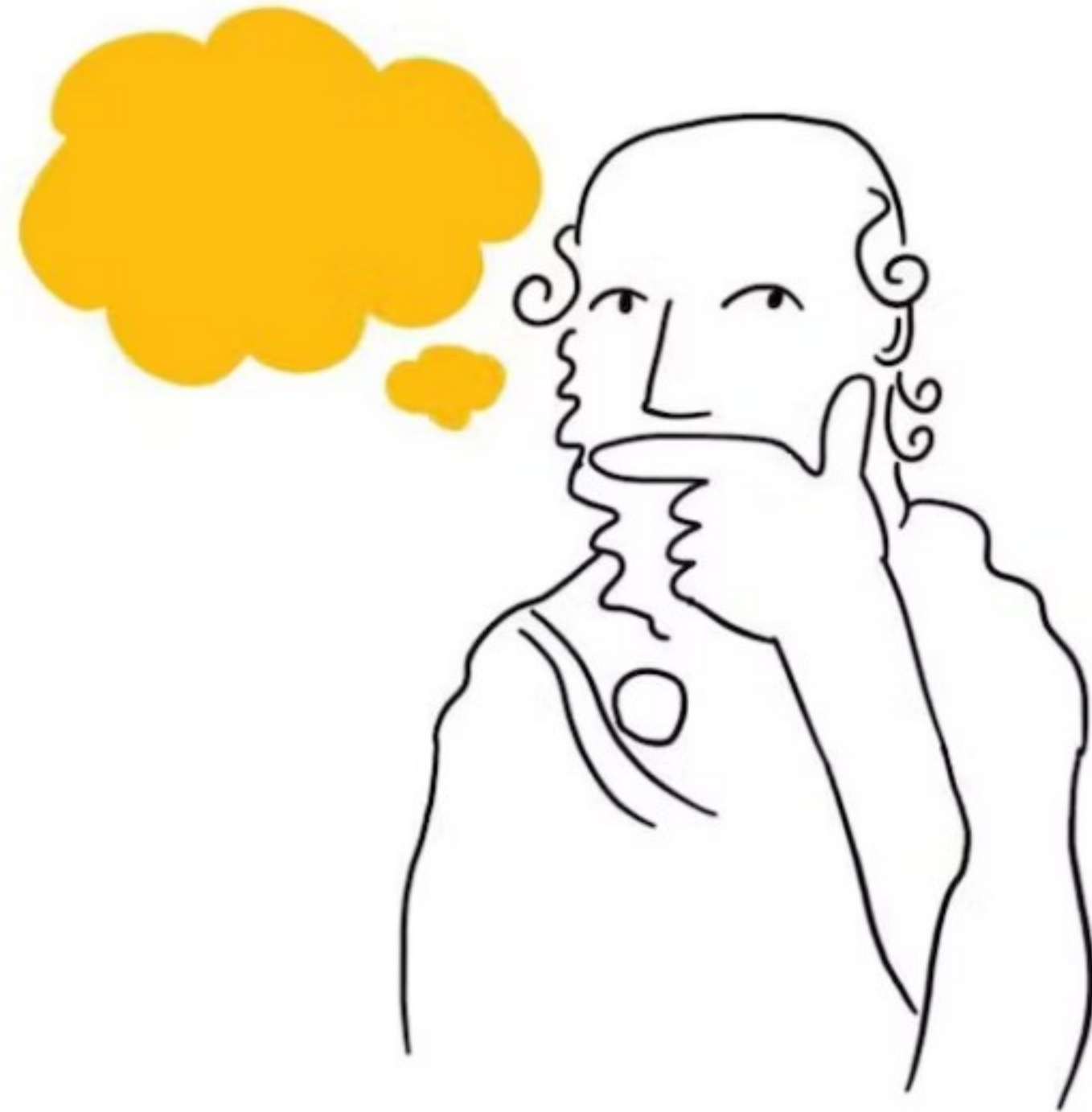
CONTEXT AND GUIDELINES

- The list contains 2 ways in which each dimension supports another dimension
- This equates to 6 ways in which the dimensions support each other
- Rank them in their relative order of importance. 1st is highest – 6th is lowest

Rank these 6 ways that the dimensions support each other in order of importance (1st is most important)



3D is based on asking the right questions!



“The right question is usually more important than the right answer”

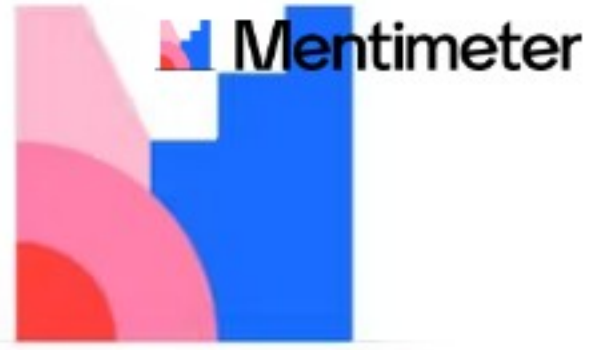
- Plato

The FIVE QUESTIONS CHECKLISTS

... each dimension has a Five Questions Checklist

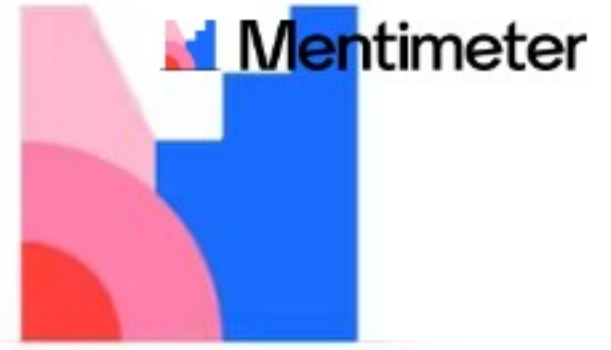


The power of questions



...The question is a constant. The answers will flex to what is right for each work environment and what is available.

The power of questions



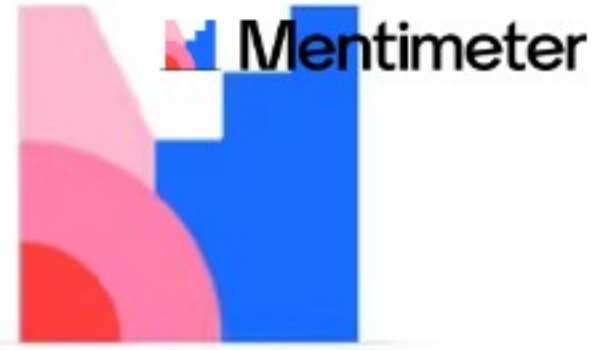
...The question is a constant. The answers will flex to what is right for each work environment and what is available.

MENTIMETER SURVEY

Here is E2E Checklist Question 2: What is happening at the moment?

Select up to three method(s) that you would use in three different environments to answer this question

The power of questions



...The question is a constant. The answers will flex to what is right for each work environment and what is available.

MENTIMETER SURVEY

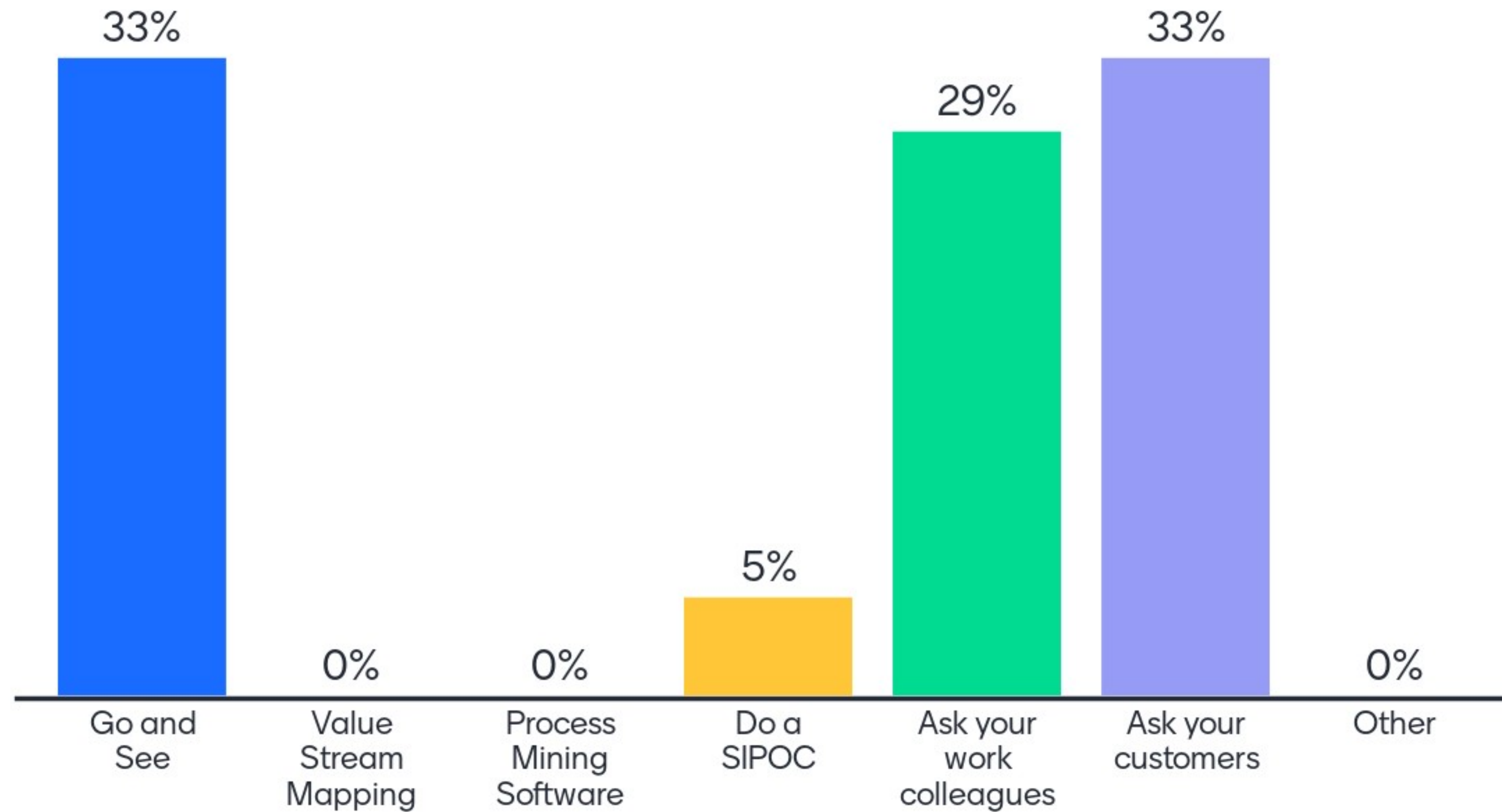
Here is E2E Checklist Question 2: What is happening at the moment?

Select up to three method(s) that you would use in three different environments to answer this question

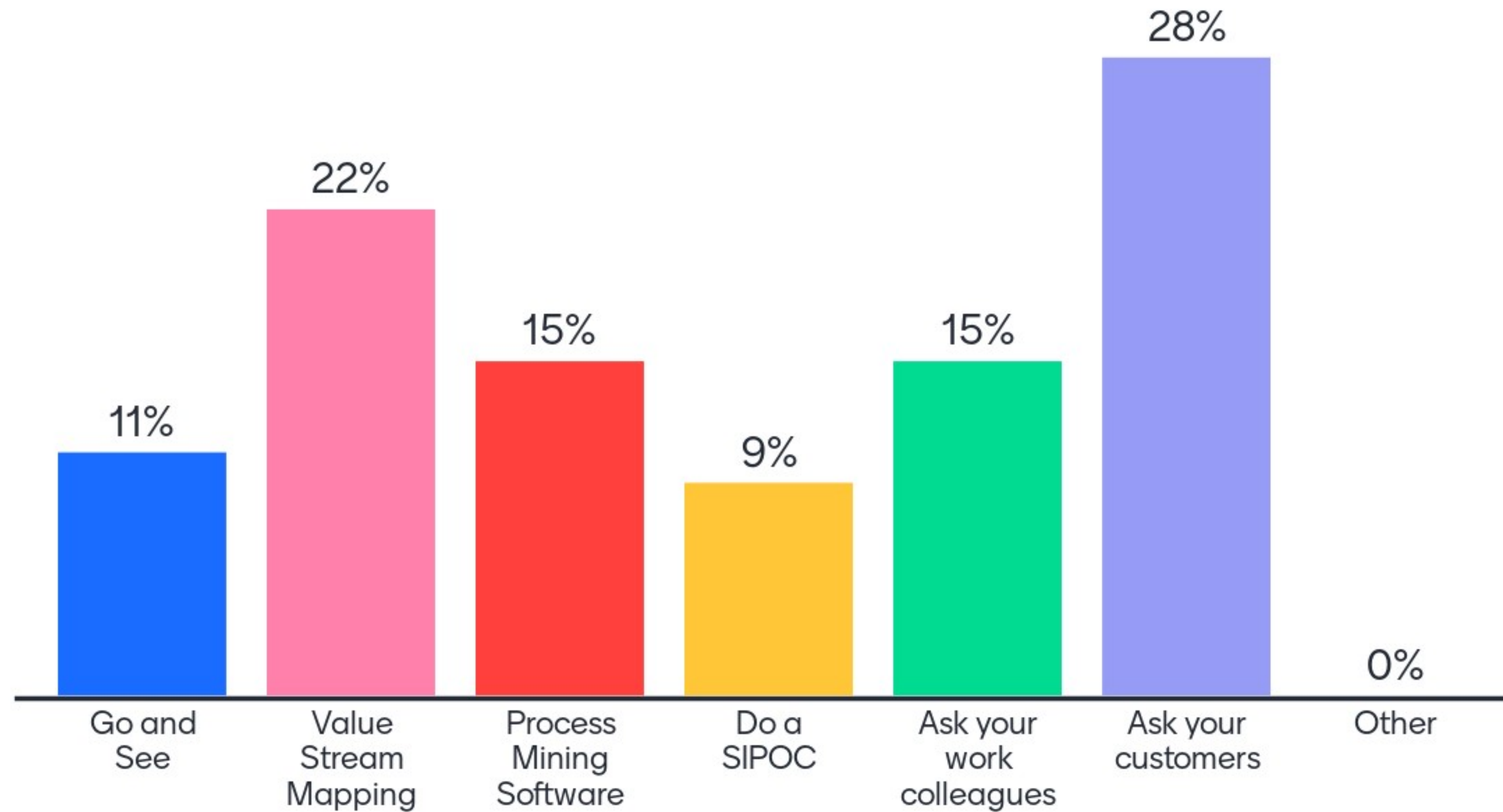
CONTEXT AND GUIDELINES

- The three environments are:
 - A) A small hotel that you own and run
 - B) A global bank renowned for its advanced use of technology – you are the COO
 - C) A steelworks – you are the manager
- You can select as many or as few of the method(s) as you want
- Please select 'Other' if you would use a method that is not listed

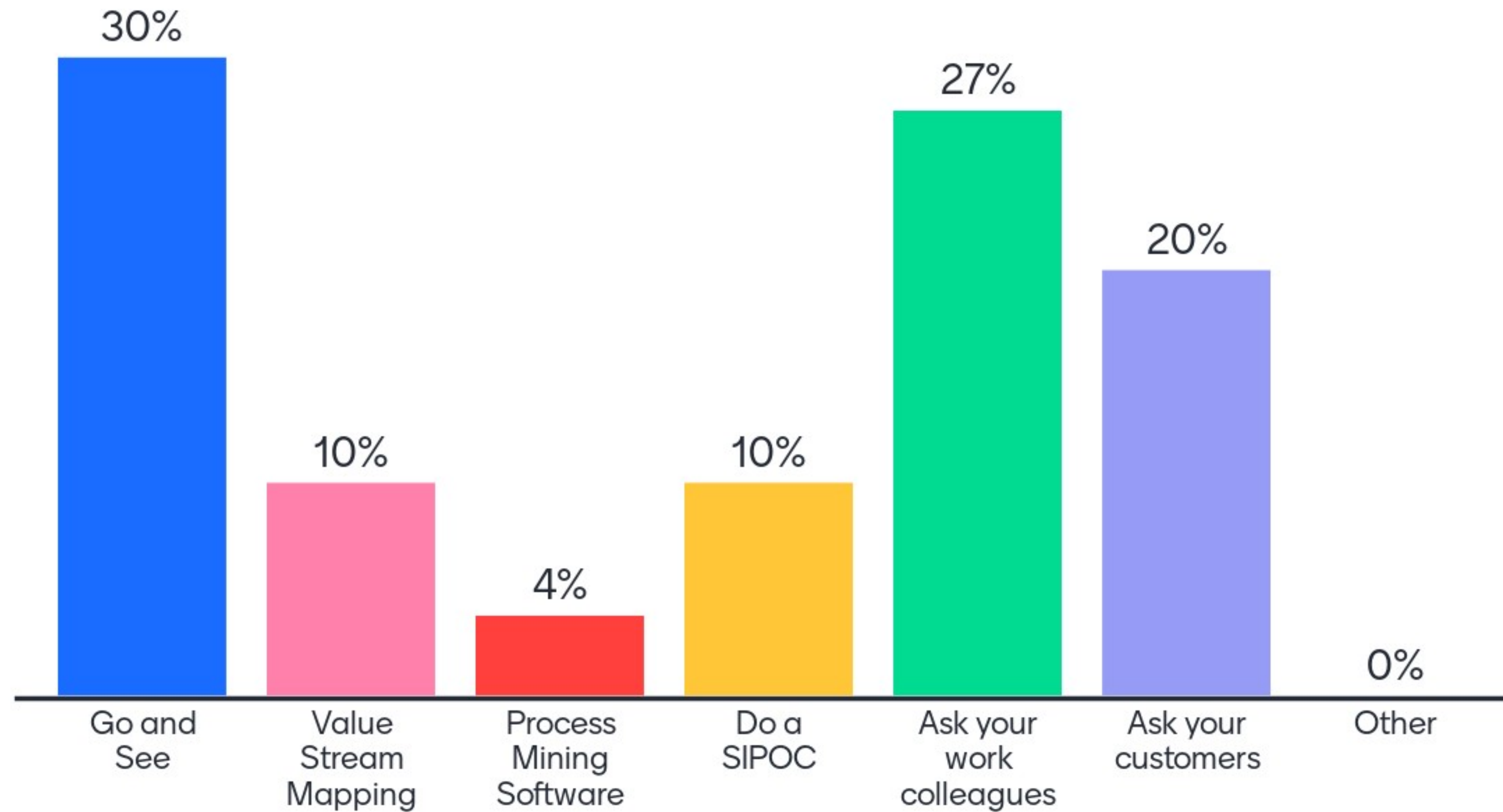
Environment: A small hotel. Select up to three method(s) you would use to answer 'What is happening at the moment?'



Environment: A high-tech bank. Select up to three method(s) you would use to answer 'What is happening at the moment?'



Environment: A steelworks. Select up to three method(s) you would use to answer 'What is happening at the moment?'



The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

- Provides a globally recognised external standard

The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

- Provides a globally recognised external standard
- Enables a structure for capability planning and development

The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

- Provides a globally recognised external standard
- Enables a structure for capability planning and development
- Builds proven hands-on capability

The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

- Provides a globally recognised external standard
- Enables a structure for capability planning and development
- Builds proven hands-on capability
- Answers the question: “What’s in it for me?”

The LCS impact on T3DW initiatives

Profound impact on individuals, organisation and outcomes

- Provides a globally recognised external standard
- Enables a structure for capability planning and development
- Builds proven hands-on capability
- Answers the question: “What’s in it for me?”
- Unleashes hidden talent in the organisation

But why write a book?

- Experience suggests adopting 3D Lean OE principles has a significant positive impact on people & work environments
- But few people are aware of these principles. It's the domain of experts and specialists
- Therefore make principles available to everyone!
 - Every type and size of work environment
 - Anyone unsatisfied with their work environment and wants to change it
 - Not just large organisations but, for example, small businesses, local government, hotels, schools, restaurants and charities

So what sort of book is it?

- Approachable and friendly
- Accessible - no jargon
- Lots of real life stories and examples
- Simple hand drawn illustrations
- Easy to use: just start asking questions!
- For anyone who wants to improve their work environment ... and wants a simple common-sense way to do it



Feedback question 1 of 3



... We would welcome your feedback on where you would find 3D most useful?

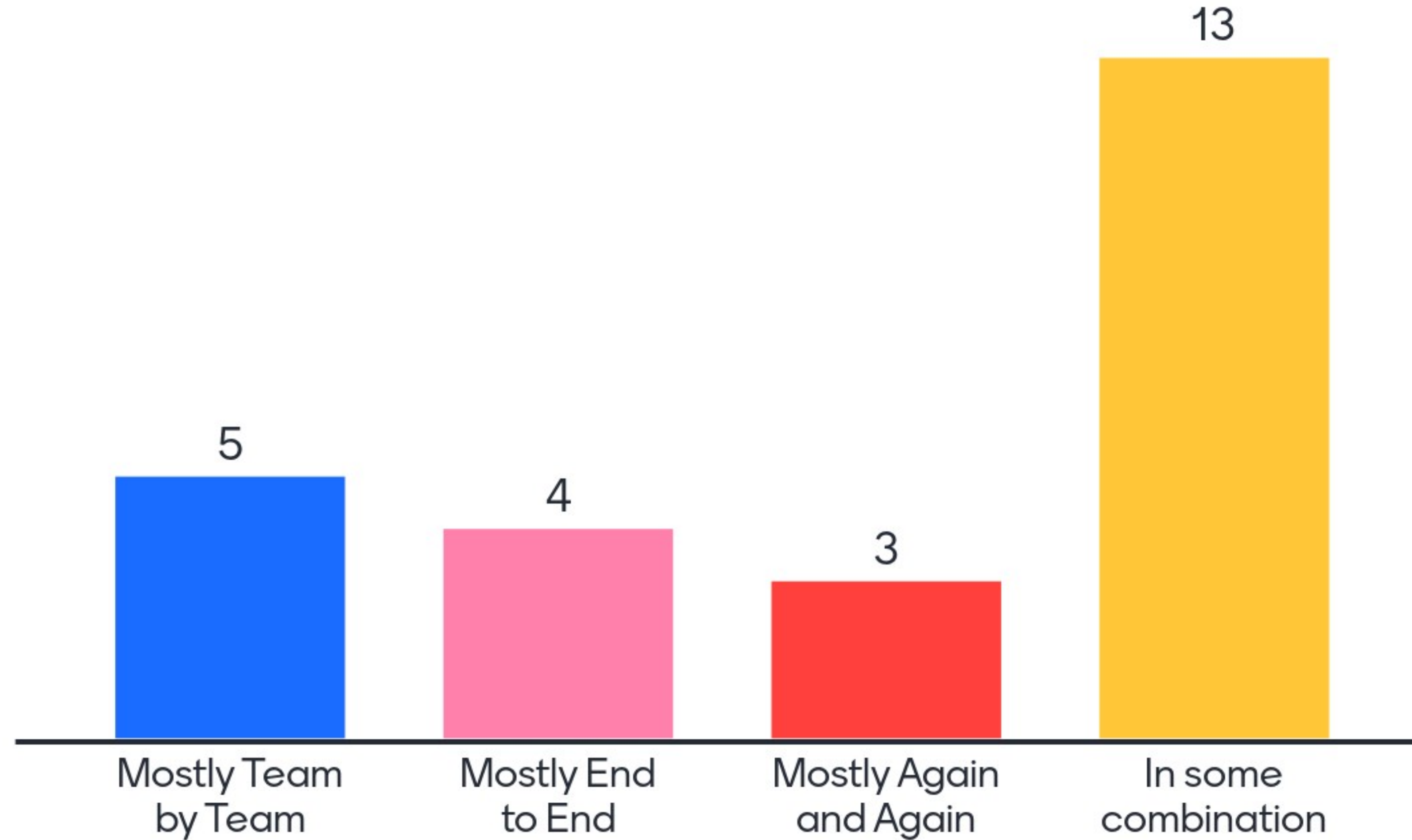
MENTIMETER SURVEY

If you decided to deploy elements of 3D in your organization, how would you start?

CONTEXT AND GUIDELINES

- There are four options
- You can only choose one

If you decided to deploy elements of 3D in your organisation, how would you start?



Feedback question 2 of 3



... We have several new 3D products coming down the line. Please help us prioritise!

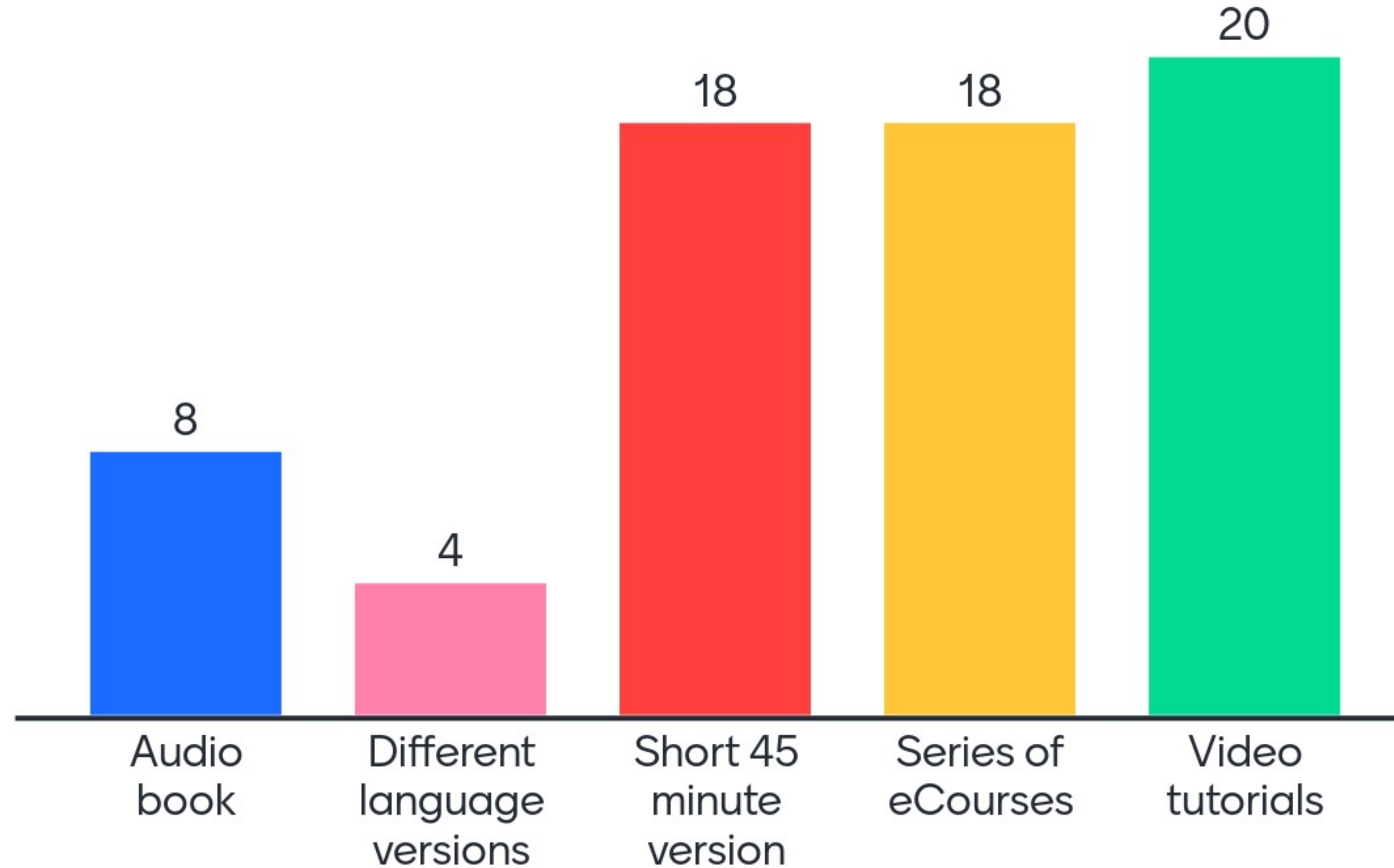
MENTIMETER SURVEY

Which of these new 3D products and services would you potentially find most helpful?

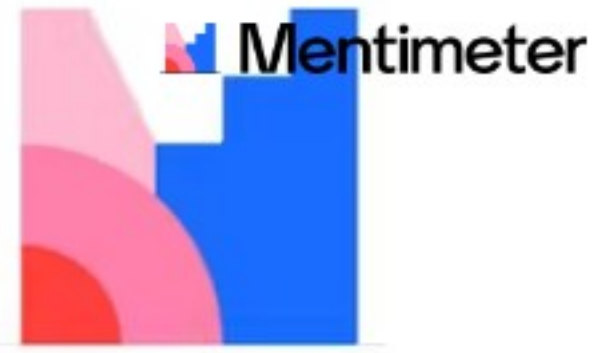
CONTEXT AND GUIDELINES

- There are 5 new 3D products and services in the pipeline
- You can select up to 3 that you would potentially find most helpful

Please select up to three of these new products that you would potentially find helpful



Feedback question 3 of 3



... Finally, a word cloud to express your thoughts on what we've discussed today

MENTIMETER SURVEY

Please type up to three words that come to your mind about the value of the 3D Workplace book and concept

CONTEXT AND GUIDELINES

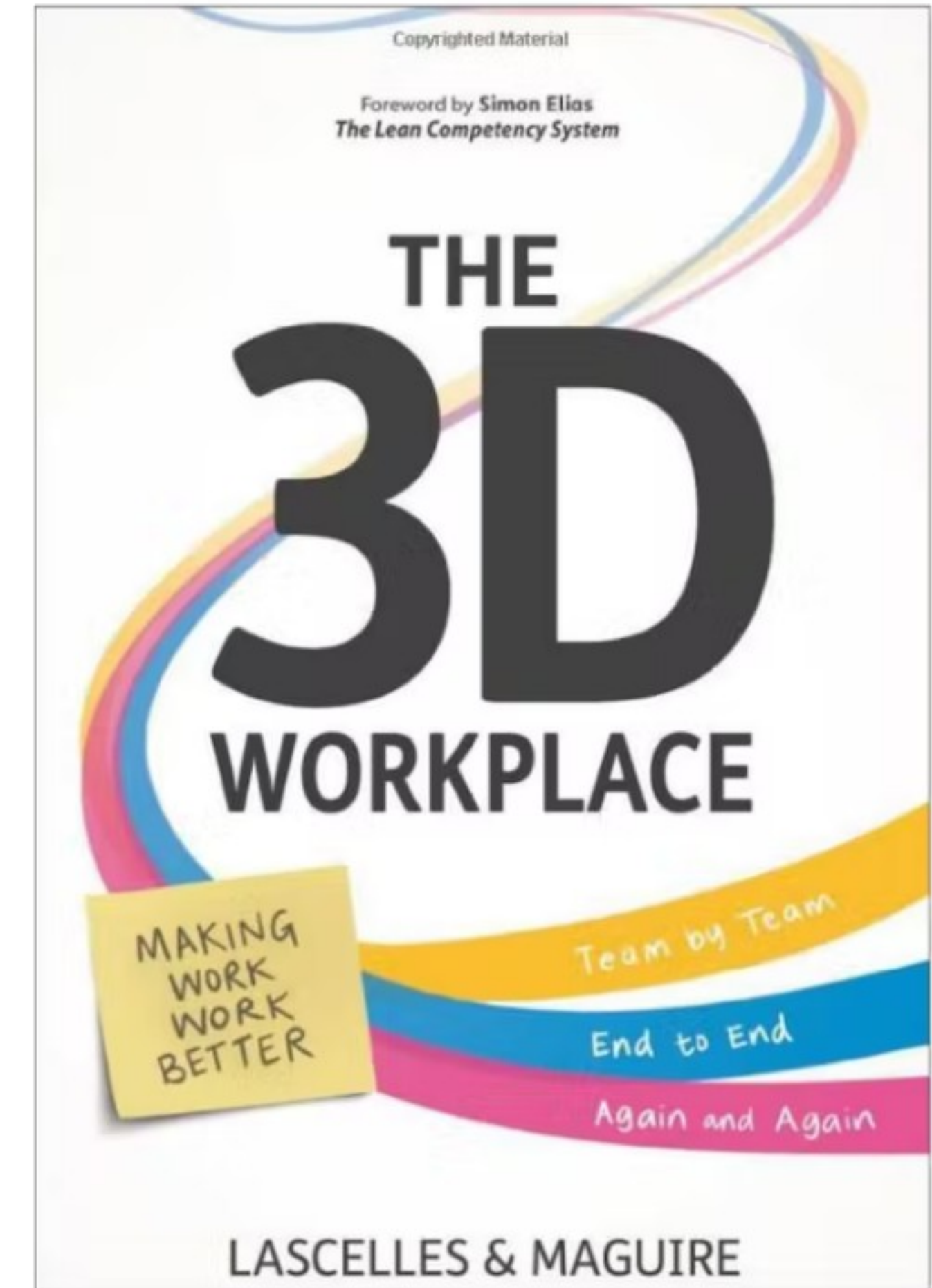
- You can choose up to three words
- Words can be 'two word' phrases. This counts as one word
- Just type whatever comes into your mind!

Finally, what words come to mind about the value of The 3D Workplace book and concept?



Win a 'The 3D Workplace' book!

- Menti: Submit your name and email address
- All names go into a hat (literally)
- First 10 names picked win a copy of the 3D Workplace
- We'd love to hear any feedback
- Even better then leave a review on Amazon 😊



Summary

- We will share the link to the recording of the session
- The poll slides will be circulated
- Find out more about The 3D Workplace
 - <https://the3dworkplace.com>
- Get in touch with ideas on topics for future network events



Thank you