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## About Angela



Senior Program Director  
Office of Continuous Improvement



Son '18



Certified Change  
Management  
Professional



Master of Business  
Administration



Daughter '16

20+ Years Employee Relations,  
Training & Organizational  
Development Experience



Roxy



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## NCCI Session Agenda

- Share overview of the Move-it! session
- Provide a case study
- Facilitate a modified Move-it! session
- Share tips for facilitating your own session
- Question & Answer



## Background of Move-it!

- Notre Dame utilizes a Lean Six Sigma methodology for complex process problems.
- Units were seeking opportunities to quickly address issues when sufficient information about the problems were available.
- The *Move-it!* session was designed for a work team to identify “quick wins” and plan specific actions to implement immediately after the session.

***A 90-minute Facilitated Event to Engage Teams  
in Immediate Process Improvement Action***

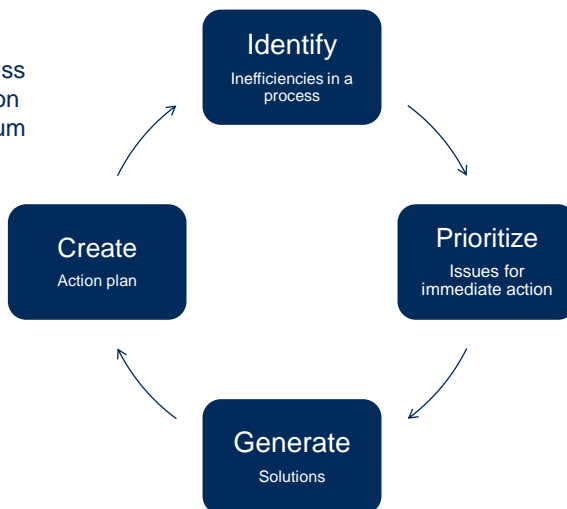


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## Move-it! Session Goals

Session Goals

- Engage Team
- Build Awareness
- Focus on Action
- Gain Momentum

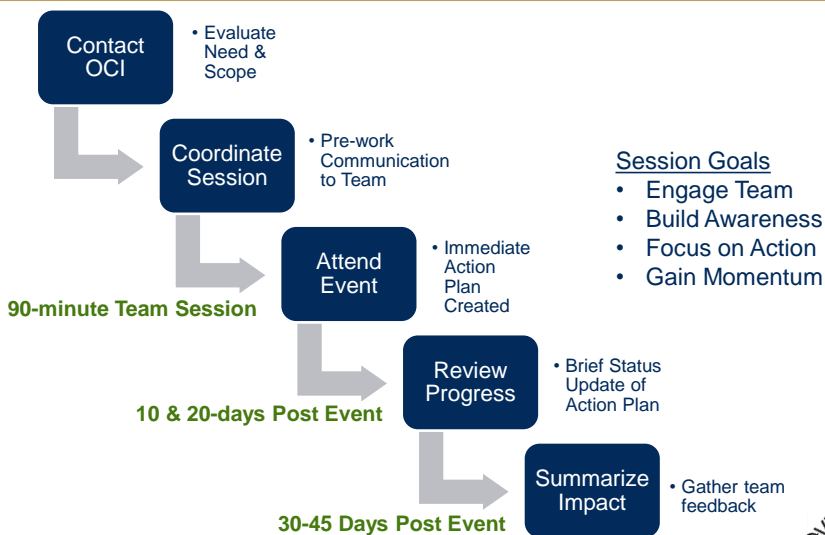


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## Overview of Move-it! Approach



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## Move-it! Session Agenda

- Overview of Process 10 minutes
- **Identify Inefficiencies** 10 minutes
- **Establish Priorities** 10 minutes
- **Generate Solutions** 50 minutes
- Create Action Plan 10 minutes

**You'll  
experience  
portions of  
this today**

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## Case Study

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# Identify Inefficiencies

- What isn't adding value?
- What is most frustrating to you?

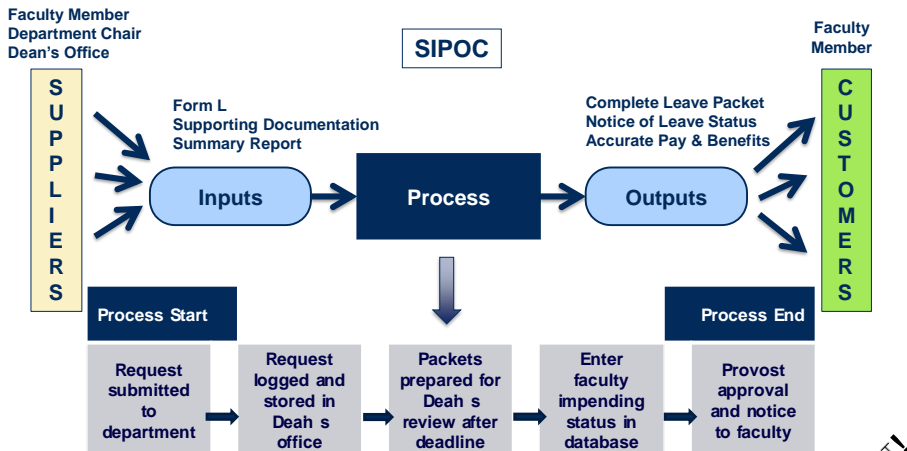
Inefficiency	Definition	Example	Symptoms
Reports	Generation of unnecessary information	<ul style="list-style-type: none"> <li>• Generating reports that are no longer necessary</li> <li>• Report sent to multiple people without requiring action</li> <li>• Writing detailed report when exec summary is the only part read</li> <li>• Reports that are not used for decision making</li> </ul>	System generated reports that are not needed anymore
Approvals	Requirement of multiple signatures	<ul style="list-style-type: none"> <li>• Work that goes to wrong person for approval</li> <li>• Too many individuals on approval flow</li> </ul>	Increased cycle time (no flexibility) Customer complaints
Meetings	People gathering or working without producing value	<ul style="list-style-type: none"> <li>• Meetings that do not produce a decision or new information</li> <li>• Wrong people invited to meetings</li> </ul>	Meetings focused on updates, more people than required
Measures	Tracking the unnecessary metrics or lack of tracking progress	<ul style="list-style-type: none"> <li>• Metrics that measure activity</li> <li>• No metrics to measure progress</li> <li>• Tracking metrics without action</li> </ul>	Teams unsure whether things are getting better
Policies	Instituting something based on an isolated incident	<ul style="list-style-type: none"> <li>• Making everyone do it instead of addressing the problem</li> </ul>	Increased administrative burden
Practices	Unnecessary effort to get the work done	<ul style="list-style-type: none"> <li>• Re-entering or Re-formatting data</li> <li>• Asking customer for info twice</li> <li>• No clear roles or responsibilities</li> </ul>	Manually checking electronic data Confusion on who owns what
Processes	Complex or lack of documented steps	<ul style="list-style-type: none"> <li>• No documented process steps</li> <li>• Complicated process requiring simplification</li> </ul>	Adhoc approach Takes too long (customer complaints)

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# Introduction: Review the Process

*Process: A series of actions that transform 1+ inputs into 1+ outputs*



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## Identify Inefficiencies

### Eight Types of Waste

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<b>Transport</b>  Moving data or materials	<b>Inventory</b>  Unfinished work, unread emails	<b>Motion</b>  Searching, handling, multitasking	<b>Waiting</b>  Authorization, decision-making
<b>Over-production</b>  Producing too much, too soon	<b>Over-processing</b>  More work than needed to satisfy the customer	<b>Defects</b>  Data entry, lost information, rework	<b>Skills - Unused</b>  Not using the full potential of employees

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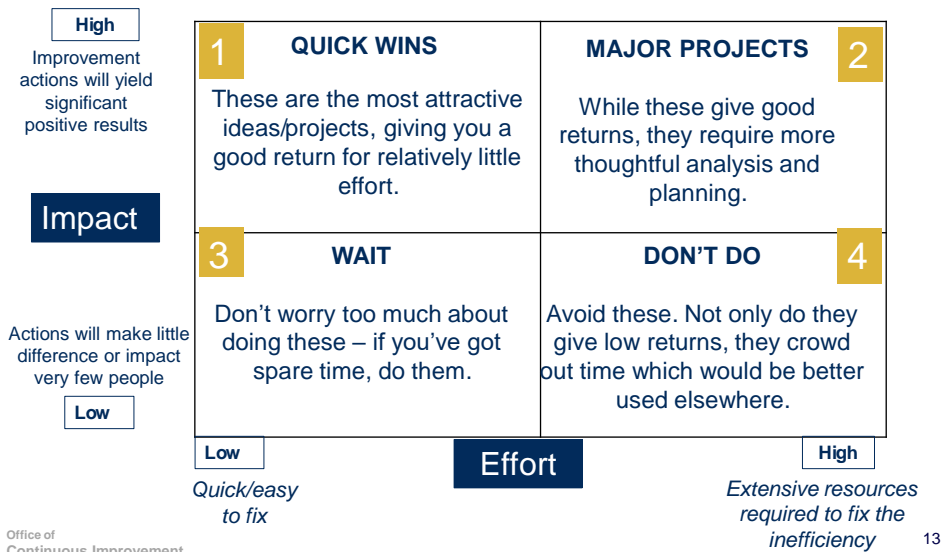
## Establish Priorities for Action

<b>High</b> Improvement actions will yield significant positive results		
<b>Impact</b> Actions will make little difference or impact very few people		
<b>Low</b>	<b>Low</b> Quick/easy to fix	<b>High</b> Extensive resources required to fix the inefficiency
	<b>Effort</b>	

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12

## Establish Priorities for Action



## Generate Solutions

- Generate solutions that meet the following “quick win” criteria:
  - Fast
  - Inexpensive
  - Easy
  - Within team’s control
  - Reversible

## Generate Solutions



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## Generate Solutions

### SCAMPER Technique

- S** Substitute or Simplify?
- C** Combine?
- A** Adapt?
- M** Modify or Magnify?
- P** Put to Another Use?
- E** Eliminate?
- R** Reverse or Rearrange?

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## Create Action Plan

What action can we take to improve?	Who will be involved?	By what date will this be done?	How will we know when we have achieved what we plan?

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## Create Action Plan

Session Follow-up		
Within 2 days	Enter date	Input action plan into Session Summary google form; share with team
10 days	Enter date	Review progress on action plan; revise as needed
20 days	Enter date	Review progress on action plan; revise as needed
30-45 days	Enter date	Gather team feedback/impact of improvement action(s); Input into Session Summary form

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# Wrap-up



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