EMBEDDING A CULTURE OF CONTINUOUS IMPROVEMENT

C I HABITS

1. Visual Management Boards
   - Customer Value Proposition
   - Alignment on True North
   - Real-time visual data on what’s happening

2. Huddles
   - Quality conversations
   - Short and focused
   - Action oriented
   - Leaders demonstrate that huddles are important by frequently visiting them

3. Continuous Improvement
   - Fixing the Root Cause
   - Improving customer experience
   - Simplifying processes
   - Leaders ensure the system for managing CI ideas is simple and enables fast and frequent feedback

4. Standard Operating Procedures
   - Locking improvements into process
   - Standardising
   - Created by people in the process
   - CI locks in changes to process (SOP’s)

Leaders ensure that the system to manage SOP’s is simple and easy to use

Leaders set clear expectations about VMB content and explain ‘the why’

Gemba Walks
   - Look and Learn walks
   - Curiosity
   - Leaders champion and embed CI

Leaders demonstrate that huddles are important by frequently visiting them

Huddles identify opportunities for CI

VMB’s guide conversations in huddles

Leaders ensure the system for managing CI ideas is simple and enables fast and frequent feedback

4+1 Embedding a Culture of Continuous Improvement in Financial Services
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