

Lean Burst Worksheet

DEFINE *Define business problem and opportunity; Lay the ground work for the project*

<p>Problem Statement:</p> <p><i>A detailed description of the problem. Consider the customer and their requirements. Be as specific as possible.</i></p>
<p>What are the Project Goals:</p> <p><i>Project Goals should be SMART! Specific, Measurable, Attainable, Relevant, and Time-Based.</i></p> <ol style="list-style-type: none"><i>1. State desired results</i><i>2. Establish objective standards (e.g. quality, quantity, cost)</i><i>3. Goals should be challenging yet attainable</i><i>4. How does this relate to strategic goals?</i><i>5. State timeframes and deadlines</i>
<p>Potential Business Impact:</p> <p><i>What are the benefits? Are there direct savings? Indirect savings?</i></p>
<p>Scope</p> <p><i>What is in and out of scope?</i></p>

MEASURE *Measure the problem, Assess process performance*

<p>Map the Process:</p> <p><i>If you can't describe your process, you do not know what you are doing!</i></p>
<p>Measure the Process:</p> <p><i>Effectiveness – How well do we meet or exceed customer expectations.</i></p> <p><i>Efficiency – The amount of resources allocated to meet or exceed customer expectations.</i></p> <p><i>Process Time – The total time to process one piece of work</i></p> <p><i>Cycle Time – The total elapsed time for a process step</i></p> <p><i>Quality Rating – % without defect (the first time!)</i></p>

FTE – Full Time Equivalent (# of employees assigned to the process step)
Data Totals – Calculate cumulative totals for all the data boxes

Document Tools Used

Suggested Tools:

- *Data Collection*
- *Voice of the Customer*
- *Fishbone Diagram*
- *FMEA*
- *Graphical Representation*
- *Value Stream Map*
- *Just-Do-Its (Quick Hits)*

ANALYZE *Often intertwined with the Measure Phase; the purpose of the Analyze is to understand the data*

Analyze the Process:

Opportunities Identified:

Document Tools Used

Suggested Tools:

- *Data Analysis*
- *Value Add Analysis*
- *Root Cause Analysis*
- *Value Stream Map*

IMPROVE *Develop solutions and implement to improve process capability*

Implement Solutions

Suggested Tools:

- *Waste Elimination (5S)*

- *Sort, Set, Shine, Standardize, Sustain*
- *Poka-Yoke – Mistake Proofing*
- *Standardized Operating Procedures*
- *Visual Controls*
- *Training*
- *Documented Improvement or Action Plan*

CONTROL *Roll out solutions, execute control plan and sustain!*

Control Plan:

- Team Members and Contact Person
- Summary of Project
- Key Metrics (Previous and Current Values)
- Inspection/Monitoring Plan
- What happens if a metric goes out of control

Presenting Results / Project Summary:

Quad Chart:

- I. Overview
- II. Status
- III. Metrics
- IV. Control Plan

Document Lessons Learned:

- The adequacy of personnel, time, equipment, and money.
- The effectiveness of the entire project.
- How well the project was tracked.
- How well top management and the project sponsor were informed of status.
- How well the project team performed together.
- How well the project team was recognized for their efforts.
- The effectiveness of actions.
- The true quality level of the delivered product and/or service.

Celebrate Success!