

## Top ten tips to ensure events are completed

1. **Team make-up:** Ensure all shifts are represented to provide firsthand communication to their shift on what has changes and why.
2. **Clearly identify Sponsor:** Introduce the Sponsor at the event kick-off, to make sure the team (and the Sponsor) knows their role for the week.
3. **Avoid Scope too large,** as this actually *decreases* results in the long run because the new procedures aren't fully developed during the event and don't take hold.
4. **Avoid Scope too narrow** because the impact of changes to other affected departments aren't considered, with possible adverse performance.
5. **Area communicate before event:** Add area communication to your event prep list. Let them know a kaizen team is coming and why, so activities get off on the right foot.
6. **Bias for action:** During the event ensure solutions are trialed and iterations can occur. Helps keep homework list to a minimum.
7. **Install metrics** to track expected behavior changes, procedure changes, performance levels. We must be able to speak with data after the event to quantify if changes are becoming the "new norm".
8. **Explain changes** to all affected personnel on *why* we made the changes (versus training on *how* to perform the new way).
9. **Make homework list visible** so employees undergoing change know the loose ends are being addressed, and to keep the pressure on completing homework tasks.
10. **Formalize event closure** by following a defined process after each event to formally bring closure, where all affected parties agree the implementation, training and homework tasks are complete.

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