

The 3S of Organizational Change

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Presenter

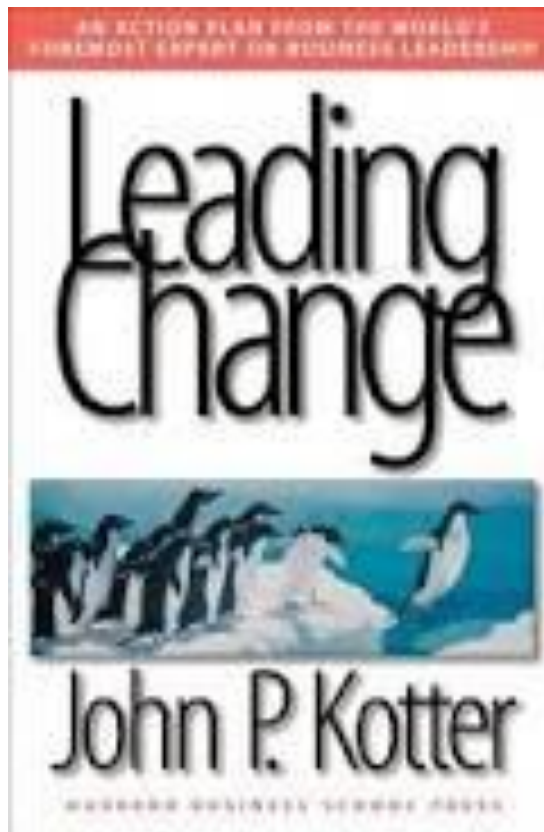
- QMS Manager- Philips Health Systems
- Six Sigma Train-the-Trainer from Motorola University
- Certified in Lean Enterprise from WPI
- ASQ-MV Chapter: Former Chair and current instructor for CMQ/OE, CBA and Lean Enterprise
- Adjunct Professor at Merrimack College



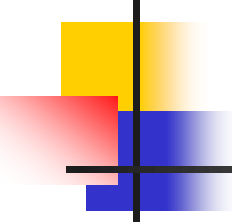
Learning Objectives

- What Lean concepts contribute to sustaining organizational change (3S)
- How to sustain the improvements
- How to keep the “Fly wheel turning” as Jim Collins coined in “Good to Great”

Leading Change



3S Lean Milestones vs. Foundational Elements of Change



Customer Focus

3S- Change Milestones	Sustain			
	Standardize			
	Simplify			
		Leadership	People	QMS

Elements of Organizational Change

Organization-wide Initiatives: Why Lean?



- Lean can be introduced easily to all areas of an organization
- Lean will give you a quick ROI
- Lean is “Simple, Trialable” and “Observable”.

Organization-wide Initiatives:

Why Lean? (continue)

- Lean is affordable: zero to low cost
- Not Easy but easier to understand and get buy in
- It can be introduced from small to big organization or on a small to big scale



Question 1

Q- Which guru is the “Father of Statistical Quality Control”?

A- Walter Shewhart

What Lean Concepts = Change Milestones?



- **S**implification
- **S**tandardization
- **S**ustaining

Foundational Elements of Change Management



- Leadership
- Respect for people involvement
- Solid Quality System Foundation



Foundational Elements of Change Management (continue)

- Leadership
- Respect for people involvement
- Solid Quality System Foundation

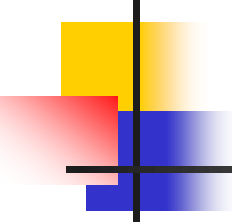


Question 2

Q- Which guru is the “Father of Quality Circles”?

A- Kaoru Ishikawa

3S Lean Milestones vs. Foundational Elements of Change



Customer Focus

3S- Change Milestones	Sustain			
	Standardize			
	Simplify			
		Leadership	People	QMS

Elements of Organizational Change

The Change Element of Leadership / Simplify



- Strategy
- Hierarchy
- Talent

The Change Element of Leadership / Sustain



- Strategy
- Hierarchy
- Talent

The Change Element of Associates Involvement



- **Simplify/Standardize:** When the organization has become streamlined, associates are not wasting their talents on non-value tasks and have time for continuous improvements.

The Change Element of Associates Involvement (continue)



- Sustain
- Personal Participation

The Change element of QS Foundation



- Simplify
- Standardize/Sustain



Question 3

Q- Which guru coined the term Total Quality Control (TQM)?

A- Feigenbaum



The 3S of Organizational Change

- Recap
- What makes Lean so powerful (3S)
- Use concepts of Lean with elements of Change management
- How to sustain the improvements



The 3S of Organizational Change

- Recap
- What makes Lean so powerful (3S)
- Use concepts of Lean with elements of Change management
- How to sustain the improvements



Question 4

Q- Which guru is known for the 14 points of management?

A- Deming



The 3S of Organizational Change

- Lean:
- Elimination of waste
- Active participation from all
- Non-stop Improvements

The 3S of Organizational Change



- Q and A
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- Thank You