

The Results Equation

$$R = I \times D \times E$$

Where:

R = Sustained **Results**

I = Quality of **Idea**

D = **Desire** or **Buy-In** of the necessary internal stakeholders.

E = Ability of the organization to **Execute** the improvement idea

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Score of your own Lean initiative?

$$\text{Result} = \text{--- \%} \times \text{--- \%} \times \text{--- \%}$$



Job Security

"Here's what we want to do with any freed-up capacity"

Job A

Job B

Job C

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Nurture your First Followers

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Elevator Pitch 7 S's

1. **Short**
2. **Specific**
3. **Surprising**
4. **Stirring**
5. **Sound**
6. **Safe**
7. **Saving**

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Build Trust

$$\text{Trust} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Self-Oriented}}$$

Build trust in the:

- People doing the analysis
- People delivering the messages
- Data



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Cost of Context Switching

# simultaneous projects per person	% of their time available for each project	% of their time lost to context switching	Hours per week lost (per person)
1	100%	0%	0 hours
2	40%	20%	6 hours
3	20%	40%	12 hours
4	10%	60%	18 hours
5	5%	75%	22.5 hours

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From: Weinberg, Gerald M. Quality Software Management (New York: Dorset House, 1991)



Experiments, not "all-in"

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Making the Quality Improvement last

Make it:

- **Natural** to do the right thing
- **Hard** to do the wrong thing
- **Rewarding** to do the right thing

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Three things you can do when you get back to the office

1. Refine your elevator pitch, base it on what keeps your stakeholders up at night
2. Choose strong First Followers and surrender credit to them
3. Make your experiments, processes, measurement "at a glance" visual

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- For articles, tips, events, email us to join our free virtual community of practice of over 2,000 public servants
- Attend the full-day workshop, June 2017 Fredericton
- Say hi in person while at this event to troubleshoot your specific challenges
- Good luck!

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NOTES: