

Repeat, repeat, repeat

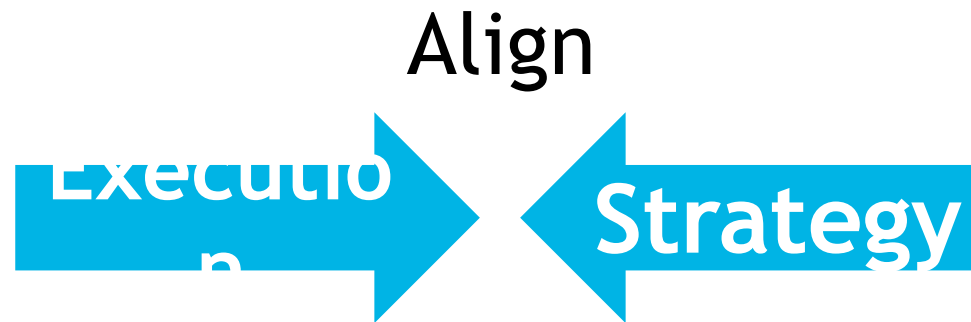
How to implement and maintain a continuous improvement structure



Travailler mieux, **ensemble!**
Working better, **together!**



DirecSys



- With a focus on Organizational Health.
- A diverse team with global expertise.

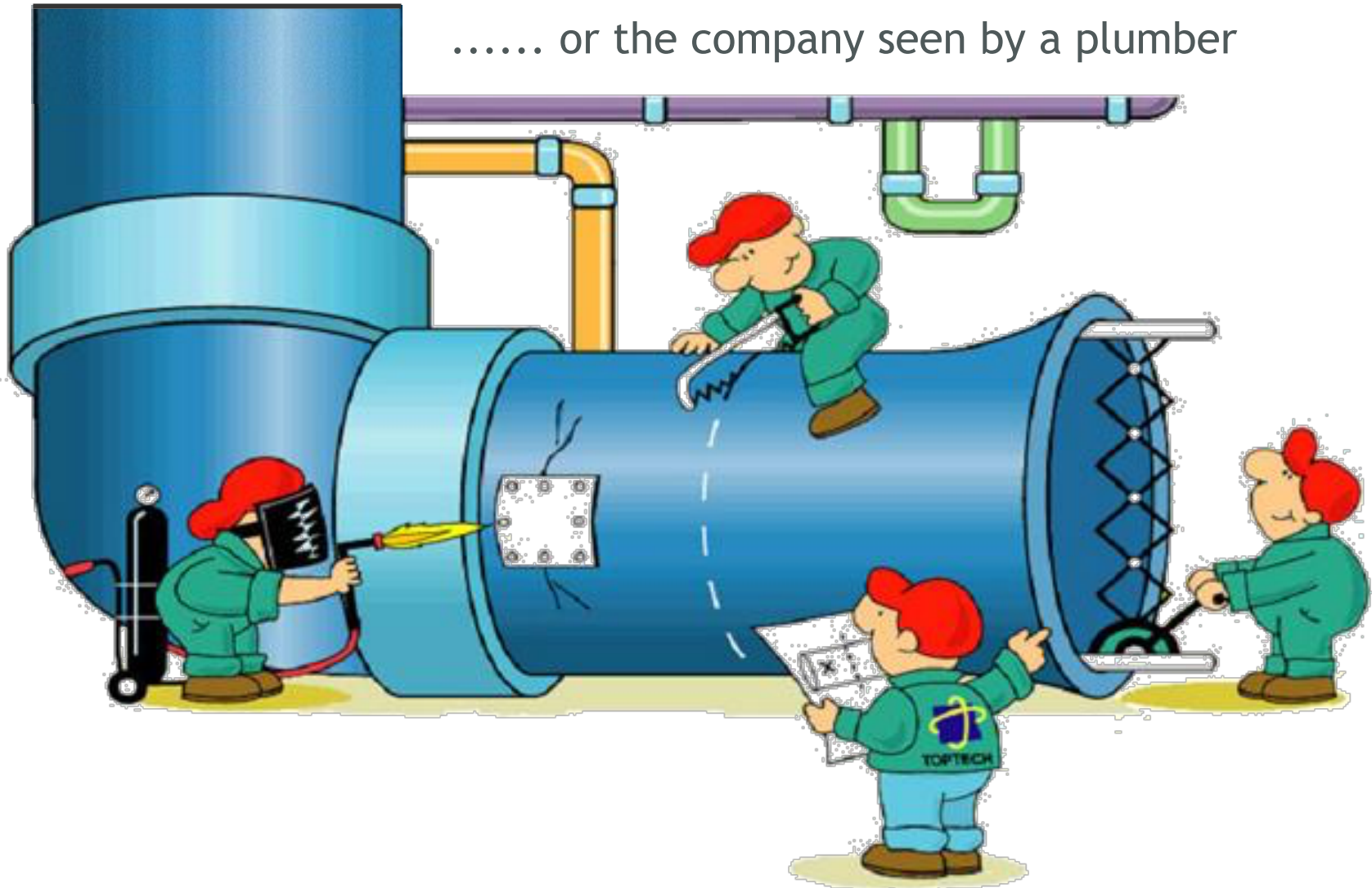
Objective

At the end of this session, you should:

- Understand the importance of human behavior in a sustainable continuous improvement system.
- Be able to apply the tools of habit change.

The FLOW System

..... or the company seen by a plumber



50 to 95% of continuous
improvement projects fail

Harvard Business Review

37 THE BEST-PERFORMING
CEOs IN THE WORLD, 2018

82 REINVENTING CUSTOMER
SERVICE Matthew Dixon

128 HOW TO CULTIVATE
EVERYDAY COURAGE James R. Dettorf



November-
December
2018
HBR.ORG

The End of BUREAUCRACY

How to Free
Your Company
to Innovate
50



Continuous improvement

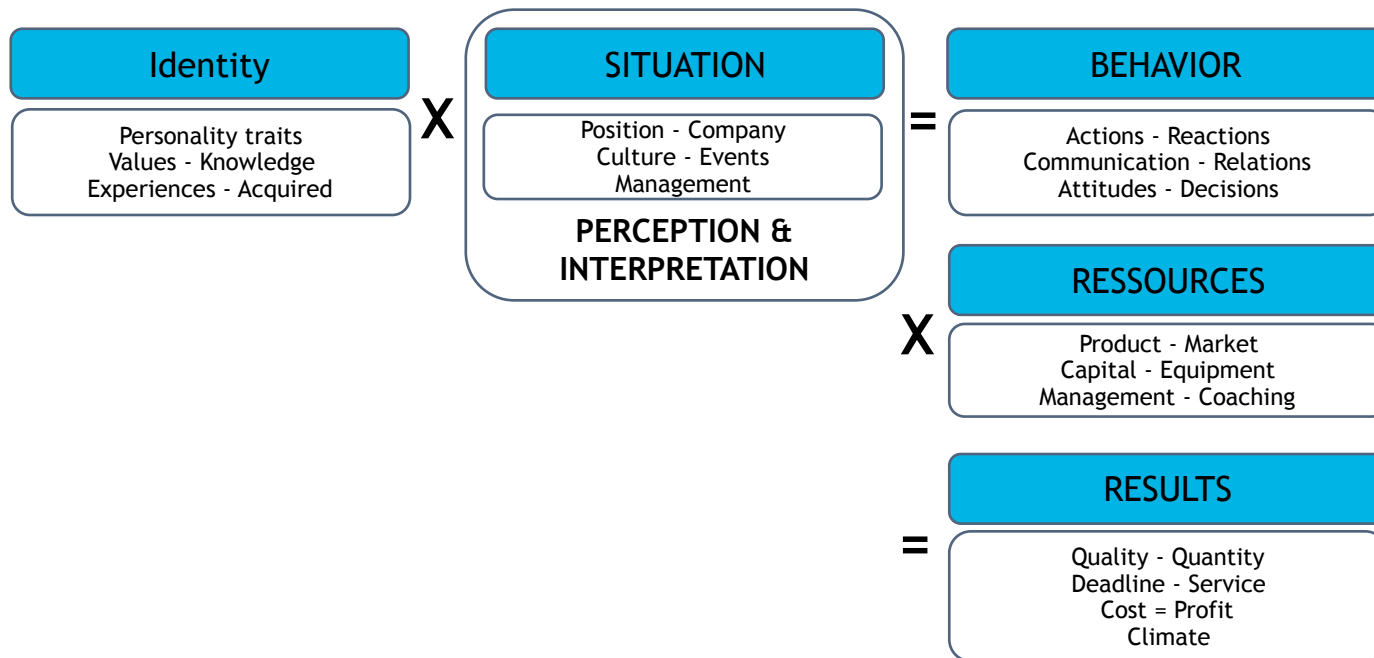
Change

Change management

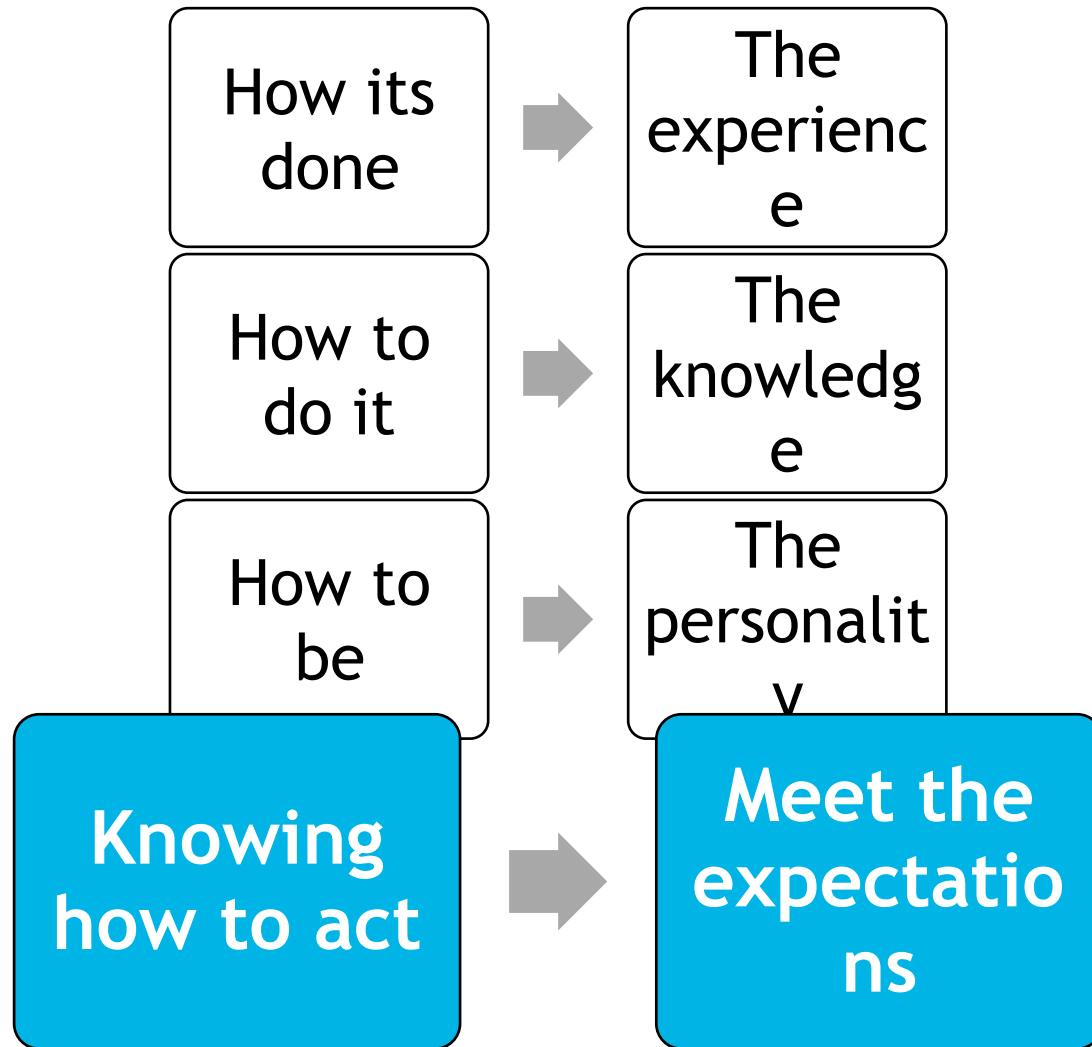
What must we do to ensure that
our changes stay in place?

Think of a project

How to deal with change



Identity



Situation

The culture of the organization

- Position;
- Company/Entreprise;
- Events;
- Management;
- Leadership.

Change management

Management of habits

What should we do to ensure that our changes stay in place?

- https://www.youtube.com/watch?v=NkQ58I53mjk&list=PLmSL_CALeb4TcECXthhWjScH1g75XwhR7&index=7&t=0s

What is a habit?

What is a habit?

- A behavior that repeats itself regularly and tends to occur unconsciously.
- Can be observed and measured.

What should we do to ensure that people adopt the right habits?

Think of a project

What habit is needed?

Creating a habit

Creating a habit

```
graph TD; Cue[Cue] --> Routine[Routine]; Routine --> Reward[Reward]; Reward --> Cue;
```

Cue

Reward

Routine

Changing a habit

Changing a habit

Cue

Reward

Routine

How to manage change

Very few people will change by themselves, the situation must change to help and support the individual.

Motivation

Support

Example

Consequences

Rewards

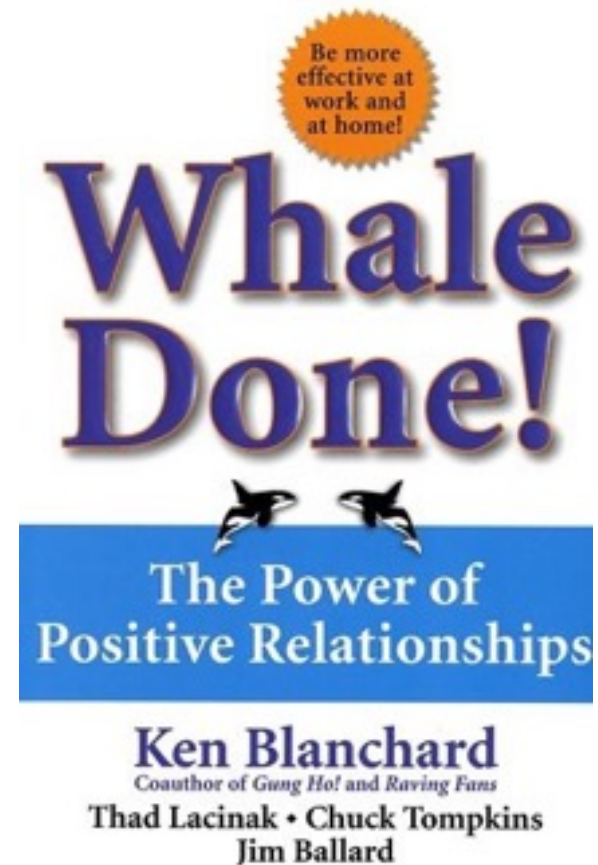
The resources

Changing a habit

Can take from 18 to 254 days.

Phillippa Lally, Cornelia H. M. van Jaarsveld, Henry W. W. Potts, Jane Wardle (2009). How are habits formed: Modelling habit formation in the real world. <https://doi.org/10.1002/ejsp.674>

Let's end with a story



Objective

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Conclusions

- Putting one thing in place is simple, but keeping it is difficult.
- Changing a habit is a great way to make an improvement the new normal.