

Small "I" Lean

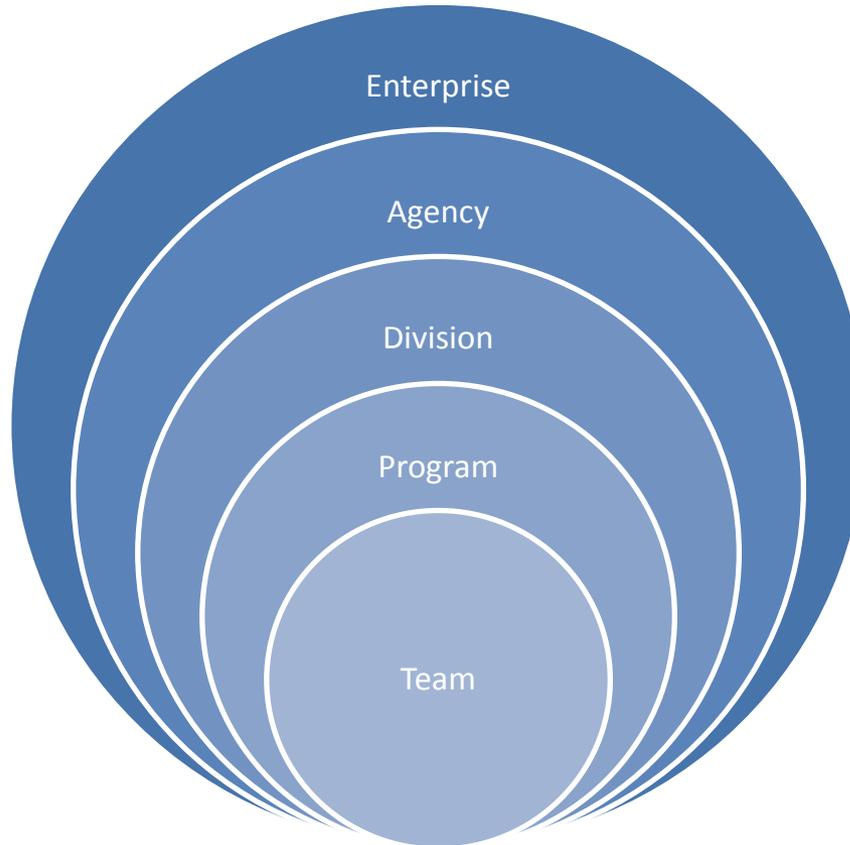
(great transactional stuff)

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Big "L" Lean

(great cultural stuff)

1. Streamline the certification process
2. Reduced number of handoffs and steps
3. Reduce backlog
4. Increase cross-training and work-sharing
5. Cut processing time
6. Decrease overtime/temp staff costs
7. Improve on-time delivery
8. Create capacity to address the work that's not getting done



1. Lead from the front
2. Focus on customer
3. Respect for gifts of people
4. Drive out all forms of fear
5. Use measures to find opportunities
6. Engage everyone
7. Break down barriers to collaboration
8. Process oriented thinking
9. Improvement is a constant
10. Eliminate waste at its *root cause*
11. Focus on the long-term

Big "L" Lean and leadership
at all levels of the
organization