



# **The Lean Sigma Roadmap and Gemba Walk Guide - OFFICE EDITION (With Dropbox File Links to Over 20 Worksheets): Tools to Help Transform Your Organization**

*Rob Ptacek, Todd Sperl*

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The Lean Sigma Roadmap and Gemba Walk Guide - OFFICE EDITION provides:

- Four basic organizational enablers that will help determine if the organization and its leadership is ready to commit to the Lean Sigma transformation process or simply implement Lean Sigma tools
- A detailed, step-by-step four stage (i.e., the Roadmap) approach to transforming an organization
- Access to over 20 Excel worksheets for immediate application and use
- An understanding on the importance of Gemba Walks, the different types, and the Do's and Don'ts, a practical format on how to customize and conduct a Gemba Walk to immediately align organizational improvements with organizational goals, and the Gemba Walk worksheet provided as an Excel file for immediate application and use

These four main topics are inter-dependent and can easily be integrated with current business programs to be “the” solution for your successful transformation. The examples, worksheets, checklists, etc. provide invaluable insights on how to accelerate current transformation efforts as well as lessen issues or resistance that threaten any transformation.

Lean (and Six Sigma) is continuous improvement as it applies to not only your “processes” but also to your continuous improvement process (i.e., Kaizen Events, Rapid Improvement Events, etc.) and the entire transformation journey. Lean provides a platform that engages employees to focus on value from the customer's (or patient's) perspective and identify and eliminate waste. Six Sigma defines a structured and precise problem solving methodology that uses data and measures to eliminate variation and root causes of problems. Lean Sigma when integrated effectively, via a Roadmap (or plan) and management involvement through Gemba Walks, ensures your healthcare organization will achieve that next level of performance excellence.

The main parts or chapters have been arranged as follows:

### **Overview of Lean and Six Sigma -**

A brief introduction of Lean and Six Sigma provides an introduction of what Lean and Six Sigma is in terms of philosophy and tools. This will help determine if the organization has the right mindset for which to launch a Lean Sigma transformation. Various continuous improvement and problem solving methodologies will be reviewed.

### **Roadmap for a Lean Six Sigma Transformation -**

Provides the basic requirements to help determine if an organization is ready for a Lean transformation or not. A four stage Roadmap will detail a Lean transformation course of activities as well as a course of action if a transformation is not to occur (i.e., apply Lean tools only). Over 20 Excel Dropbox file links will be provided for immediate customization and application.

### **Learn How to Conduct an Effective Gemba Walk -**

Detailed steps on how to create and customize a Gemba Walk Worksheet will be explored and provided. Example activities will be provided for the various parts of the Gemba Walk upon which you can use to build your own. The Do's and Don'ts of Gemba Walks will also be explored. An Excel Dropbox file link will be provided for immediate customization and application for your Gemba Walks.

### **Roadmap and Gemba Walk Assessment -**

An assessment will be provided to determine if the organization is ready for a transformation and Gemba

Walk. Scoring Guidelines will help determine the next steps based upon the scores. An Excel Dropbox file link will be provided for immediate customization and application for this Assessment.

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