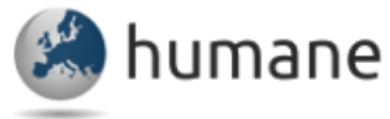




# Pits & Falls – how to create success with your Lean transformation

Stories from experience...





Qui est le coupable ?



**How many of you have been through  
a Lean journey? Has this been a  
success?**



## HISTORY

Lean Six Sigma helps implementing a continuous improvement culture thanks to 2 complementary approaches.

**TOYOTA**

**LEAN**

Implemented in 1946 in the USA, with the main objective of reducing waste in the production process.

**SIX SIGMA**

Implemented in 1986 in the USA, with the main objective of reducing defects in the production process.

**LEAN**

**BOTTOM UP**

Those on the ground have the knowledge and must pass the knowledge up to the rest of the organization that checks it.

**SIX SIGMA**

**TOP DOWN**

Management provides a clear vision and sets the framework to guide business activity.

**THE CULTURE OF OPERATIONAL EXCELLENCE**

Research into the creation of low waste. These two approaches are complementary and both provide a set of methods, models and a powerful methodology.

**SIX SIGMA**

**Zero defects**

Any defects in the manufacturing or production process are costly in terms of time, quality and customer satisfaction. Making it a priority means we will only have defects.

**Zero variation**

Any variation in the production results is a source of problems, leading to a loss of confidence and dissatisfaction for the customer, who suffers from any variation in the process.

**DMAIC/DMADV projects**

DMAIC methodology is used to improve existing processes in multi-step and complex systems. DMADV is the ideal methodology for new product development to ensure high quality.

**Statistical Process Control**

Statistics are very helpful to identify, understand and control sources of variation.

**Voice of Customer alignment**

Understanding customer's expectations is key to align activities with what creates their value.

**Constant targeting**

Looking for constant quality means maximum performance through efforts in high value areas.

Performance targets  
Key methodologies  
Culture

Performance targets  
Key methodologies  
Culture

**Common ground**

# Why then don't we have many more examples of companies that have succeeded in their Lean journey?

... Let's share a few tricks... but you may dislike them ;)



Have you ever experienced this situation?



**Start small and  
irritations are a good  
way to start!**







**Are you sure you never ever behave like this?**





**Think customer. Always and from his point of view.**

**Don't invest in new tech without working on processes. Understand what your operational problems are!**



## Make sure your CEO understands what it means







## Appendix

Coller ici le  
logo client

THERE IS ALWAYS SOMEONE...



... WHO WILL DO IT CHEAPER!







User experience

Design



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