Strength-Based Lean Six Sigma
Explorative Workshop

2012 WAIC, Ghent, April 26
David Hansen & David Shaked
What knowledge is in the room?

- Who has worked in/with organisations that use ‘classic’ Lean Six Sigma (LSS)?

- What are the key points of LSS?

- Who has tried any kind of Strength-based LSS?

- What are you curious about?
Your facilitators

David Shaked

- Certified Lean Six Sigma Master Black Belt
- Practices multiple strength-based facilitation approaches
- Enjoys working with global corporate (and other large & complex systems)
- Written several articles about SB LSS and currently working on a book.
- Hosting a LinkedIn discussion group
- When I’m not working, I enjoy travelling, going to the theatre and applying Reiki healing.
- When I’m done with SB LSS... My next project will likely be peace in the Middle East...

David Hansen

- PhD candidate at Technical University of Denmark and consultant at Resonans
- Research on Strength-based Lean with a focus on industrial production
- Currently focusing on process improvements with the combination of problem solving and AI.
- When I’m not working, I sing, and spend time in nature as a scout leader.
- My next project will probably be to introduce AI practices for the 38 million scouts of the world.
The workshop today

The why of Strength-based LSS
Strength-based Lean Six Sigma

FOUNDATIONS
Strength-based Lean Six Sigma

Stories

More stories Available...
Strength-based Lean Six Sigma

Characteristics of SB LSS (Live)

• A fresh approach to LSS and its great tools through the lens of AI and strength-based approaches
• Expanding the existing dialogues in organizations (by inviting strengths, positive deviance and a search for excellence)
• Creating the ability to see strengths, best practices and value on top of problems, waste and defects (expanding “go see”)
• A combined focus on the systems and the human sides – fully aligned with the teachings of Deming and the Taichi Ohno (Toyota)
• Reaching the desired LSS outcomes by using strength-based change principles

What would you add?
Principles in Strength-based LSS

Operations Principles
• Value for Customer
• Flow
• Quality
• Pull vs. Push
• Continuous improvement

Change Principles
• Constructionist
• Simultaneity
• Anticipatory
• Poetic
• Positive
• Wholeness

• +Other Strength-based & dialogue approaches (SF, PD, PP, EQ etc.)
Approaches to SB LSS

Don’t want/Want less
- Eliminate Waste
- Remove Bottlenecks
- Reduce Defects

Focus on: Want/More
- Look for and grow value
- Identify and expand good practices
- Find and study perfection for customer

Desired Outcomes
- Value for Customer
- Flow – materials/people/information
- Quality – product and service

Strength-based Lean Six Sigma
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Approaches to SB LSS

**Classic Lean Six Sigma**
- Identify gaps/Problems
- Analyse Root causes/patterns
- Solve / fix / innovate
- Standardise
- Monitor

**Outcomes**
- Continuous Learning
- And Improvement

**SB Lean Six Sigma**
- Identify best practices (past & present) + When the problem isn’t there
- Explore/Analyse what & who helps success
- Dream
- Change
- (E)Valuate
Bridging the Two Paradigms

1st Paradigm

Problem Solving Lean Six Sigma

2nd Paradigm

AI + Strength-based Approaches
Strength-based Lean Six Sigma

‘Creative’ applications...

**Whole system level** – AI Summit then Lean to implement

**Whole process level** – SB Process Improvement (Kaizen)

**Team Level** – Building LSS project teams the AI way

**Add-ons/tools level** – SB process map, ‘wish-bone’ analysis

8
David S

25
David S & David H

100+
Whole of us
Q&A

Any clarifying questions?
GROUP WORK
Round 1

Of everything you now know about SBLSS:

What gave you energy?

What intrigued you?

What seems most useful?

5 min., Fill in notes on your group templates.
Round 2

We have been engaged in taking classic LSS concepts and make them strength-based. Now you will get the chance!

Take a typical Lean Six Sigma concept and use it as inspiration to create a Strength-based LSS concept.

Capture on A4 template and put it on poster.
**The value of SB LSS**

- The next step in Lean Six Sigma – “the future of Lean”
- “Marriage made in heaven”:
  - Technical and human side of change
  - Analytical and intuitive thinking
- Exceed problem solving in results (novel solutions, from good to great)
- Meet clients where they are including their strengths (from LSS)... and then introduce strength-based
- AI supports a culture of continuous improvement which is essential to the success of LSS
- A bridge between the two paradigms: Problem solving and AI.
Why include LSS? Isn’t AI enough??

- LSS tools & thinking → Common language to many change agents and organisations
- Well tested practices for change and improvements
- Strong in analytics, metrics, data and results-focus
- LSS Brings focus on the customer
- Tools to measure the effects (and potentially those of AI)
- Brings systems, structure and a structured approach
Reflections

2 Questions:
- What have I discovered today that I can use at home?
- What new Q’s do I have now?

• Personal reflections → group reflections → share highlights with whole group on the poster
Closure

• Join our Journey...
  – Our cards
  – LinkedIn SB LSS Group
  – E-mails for resources
  – Capture in conference site

• One word to describe the feeling now.