Doing More, With Less...

What does “Doing more, with less...” mean to you?
Doing More, With Less...

• Serving more students, with less staff
• Taking on additional responsibilities, without compensation
• Working harder, with no incentive
Doing More, With Less...

- How many of you have experienced working with less staff due to retirement or elimination of positions?
- Who has experienced a change of technology to gain “efficiency” in the workplace?
- How about a change in leadership within your department or division?
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Change = Opportunity

• “We have always done it this way.”

• “I don’t know why we do it this way.”

• “We have never done it like that before.”
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Business Process Management

Imbeds efficiency among
• People
• Processes
• Technology
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Lean Six Sigma

\[ Y = f(x) + \varepsilon \]
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Lean Six Sigma

\[ \sigma_x = \sqrt{\frac{\sum_{j=1}^{N} (x_j - \bar{x})^2}{N}} \]
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Goals of Lean Six Sigma

• Focus on the customer.
• Identify and understand how the work gets done.
• Manage, improve and smooth the process flow.
• Remove the non-value added waste.
• Manage by fact and reduce variation.
• Involve and equip the people in the process.
• Undertake improvement activity in a systematic way.

Morgan, J. and M. Brenig-Jones (2012) Lean Six Sigma for Dummies
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D-MAIC

- **Define** – set the context and objectives for the project
- **Measure** – get the baseline performance and capability of the process being improved
- **Analyze** – use data to understand the cause and effect relationships in the process
- **Improve** – develop modifications that improve the process
- **Control** – establish plans to ensure the improvement is sustainable

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Lean Six Sigma: D-MAIC

• **Define** – What is the issue?
• **Measure** – What is the baseline performance and the capability of the process being improved?
• **Analyze** – What data is available to understand the cause and effect relationships in the process?
• **Improve** – What modifications would improve the process? What resources are available?
• **Control** – How would you establish a plan to ensure the improvement is sustainable?
“Secret of doing more with less is actually do more with more: more passion, more dedication, more vision, more intuition, more sense for the “impossible”. – Otto Siegel – Master Certified Coach
Secret of doing more, with less... use your resources!

- Cross-training
- Technology
- Student help/interns
- Operating Staff Council
- Co-workers/Peers
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Group Exercise

Write a work-related challenge, problem, or area you would like to improve on the top of a piece of paper.
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Things to remember

• Think lean
• Change = Opportunity
• Only complain if you have a suggestion(s) to make it better.
• Utilize your resources
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