

OPTIMIZATION BURSTS

Chief Optimization Officer: Shattering the Status Quo

available at 

Optimization Bursts

An Optimization Burst is where we set aside a specific amount of time to accomplish something of value for your customer. There are five elements that make up an Optimization Burst:

1. Specific amount of time – yes that means you set a due date
2. Time set aside to focus and work
3. Accomplish something- the time set aside is to work and focus to get an outcome
4. Create Value – your focus is to create more or added value
5. Customer – the goal for Optimization Bursts to put the effort to enhance customer value (and remember you have internal and external customers!!)

The tool set included in this resource guide provides a quick guide to allow you to work through many Optimization Bursts on your own. The most important thing to remember is you are working through a thinking process following the steps in order – not skipping ahead and not skipping steps. This is the hardest part!!

We also have specific courses focused to build intermediate and advanced skills in leading Optimization Bursts through The DMAIC Way® curriculum. These can be found at:

<https://www.creativesolutionsgp.com/TheDMAICWay>



The DMAIC Way® 9-Step Process












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Tools

| | |
|--|--|
|   | <p>1) Define the problem or area you would like to change. Be Specific.</p> <p>2) Why does this need to change or be improved? Write a sentence or statement that describes the current situation. Write a second sentence describes the desired state or what will happen if this isn't fixed.</p> |
|  | <p>3) What are the current process steps? Create a flow chart or list the steps that currently happen. It is important to go see the process to make sure the steps you captured match what is actually happening.</p> |
|  | <p>4) What are the causes or gaps? List out all the reasons that the issue is happening, everything you and others can think of. Group things together and prioritize the most likely reason or important gaps.</p> |
|  | <p>5) Why did the causes(s) occur or what are the options? Take the top 1-2 reasons from #4 and ask "Why" 5 times to understand the root cause of the causes or gaps. If asking "Why" seems silly, list out the options that you could do to resolve the issue and close the gap(s).</p> |
| <p>5W1H</p>  | <p>6) What actions will be taken and how will people be notified? List out the actions you will take to close the causes/gaps from #5. Include what the item is, who will do it and by when. Be sure to include how you will train people and communicate the change to those that are impacted.</p> |
|  | <p>7) What will be put in place to prevent backslide? List out the actions you will take to be sure the changes stay in place. Include what the item is, who will do it and by when. Be sure to include how you track and follow-up to ensure that you are getting the outcome you want and you don't go backwards.</p> |
|  | <p>8) Is the issue resolved? Prove it. Show the results or a before and after of what is now changed. Be sure to check right after the change and for several times after (e.g. 1/week for 3 months) to really make sure you didn't back slide.</p> |
|  | <p>9) Memorialize the work. Write down, take photos, document on an A3 to have a record of the great work you did!!</p> |

The DMAIC Way® A3 Storyboard

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|-----------------------------|--|--|--|--|------------------------------|
| DEFINE & MEASURE | <p>1. Define the problem or area you would like to change. Be specific.</p> <p>2. Why does this need to change or be improved?</p> | | | <p>6. What actions will be taken and how will people be notified?</p> <p><i>(Immediate and permanent fix, what else is impacted?)</i></p> | IMPROVE & CONTROL |
| | <p>3. What are the current process steps?</p> | | | <p>7. What will be put in place to prevent backslide?</p> <p><i>(What other processes/ systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/ created)</i></p> | |
| ANALYZE | <p>4. What are the causes or gaps?</p> <p>5. Why did the cause(s) occur or what are the options?</p> | | | <p>8. Is the issue resolved? Prove it, (show results).</p> <p>9. Memorialize the work by storing your A3.</p> | |

