Developing a Collective Consciousness for Process Improvement

Lessons from *Star Trek Next Generation*

Gene Rogers
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MoreSteam.com

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- Founded in 2000

- Trained 470,000+ Lean Six Sigma professionals

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- First firm to offer the complete Black Belt curriculum online

- Courses reviewed and approved by ASQ and PMI

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Select Customers:

Today's Program

- Welcome

- Introduction of MBB Webcast Series
  - Ellen Milnes, MoreSteam.com

- Speaker:
  - Gene Rogers, SteelPointe
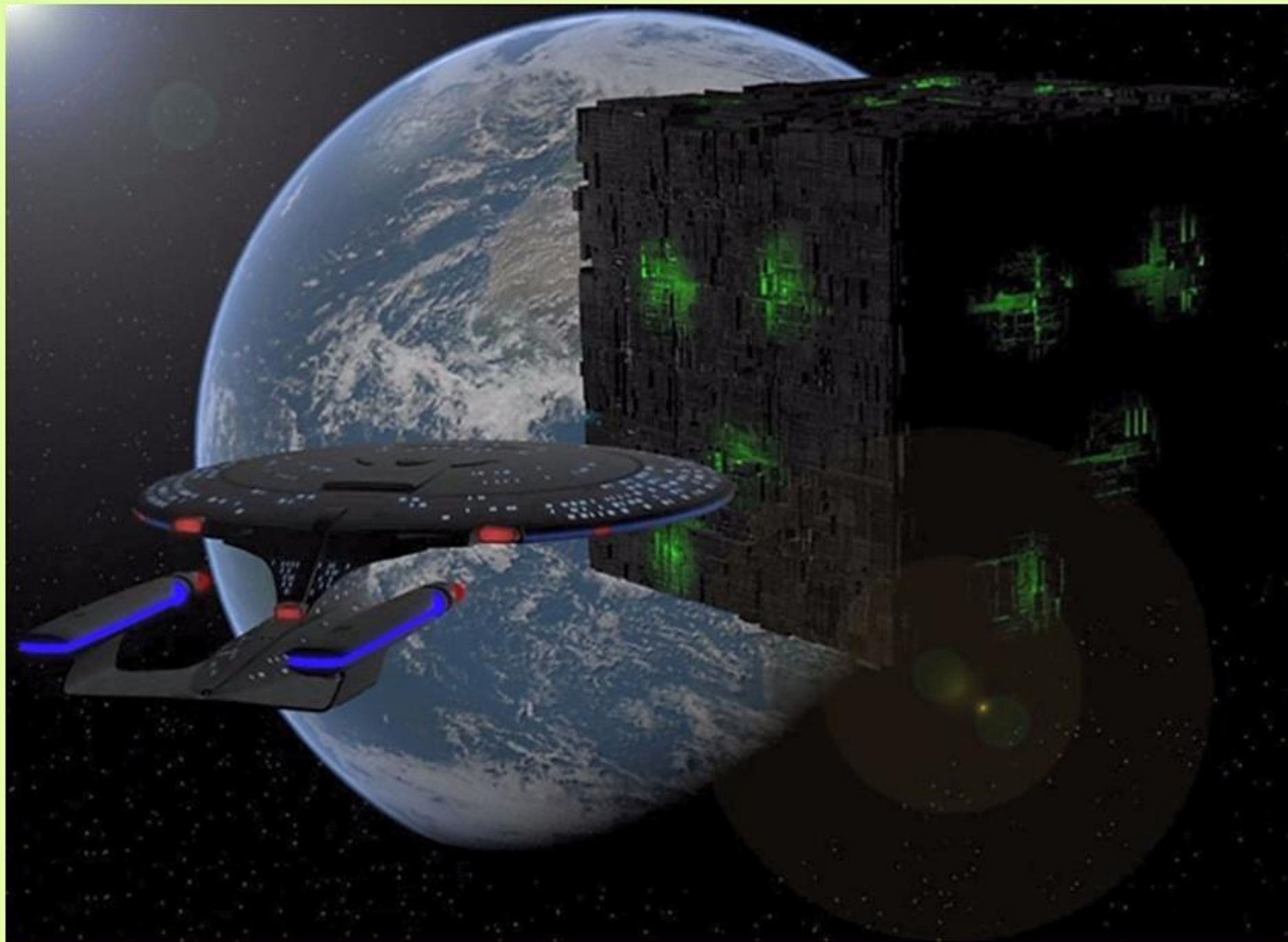
- Open Discussion and Questions

Gene Rogers
Associate Partner, SteelPointe Partners

- Six Sigma Black Belt

- Quality Engineer

- Malcolm Baldrige Examiner

- Data Scientist

Quality Lessons from Star Trek Next Generation

Why did Worf change his hair color?
It was a good day to dye!

What is Ryker's dating philosophy?
If at first you don't succeed, try Troi again.

Why did the Borg cross the road?
Because it assimilated the chicken.

Quality Lessons from Star Trek Next Generation

Nothing speaks to the future quite like Star Trek!

- Flip Phones
- Computers
- Wide Screen displays
- Automatic doors
- eBooks
- Anti-matter
- iPad
- Warp-drive
- Com-Badge

How a Star Trek fiend, The BORG, can give us inspiration

Who are "The Borg"?

Quality Lessons from Star Trek Next Generation

- Recognition of distinctive characteristics
- Rapidly adapt to any situation
- Threat recognition
- Constantly in pursuit of perfection
- Collective consciousness – the Group Mind

Quality Lessons from Star Trek Next Generation

How do organizations create a "collective consciousness"?

Vision Statement

Corporate Mission

Expressed Values

Quarter/Annual Goals

Performance Plans & reviews

Lack Daily Visibility
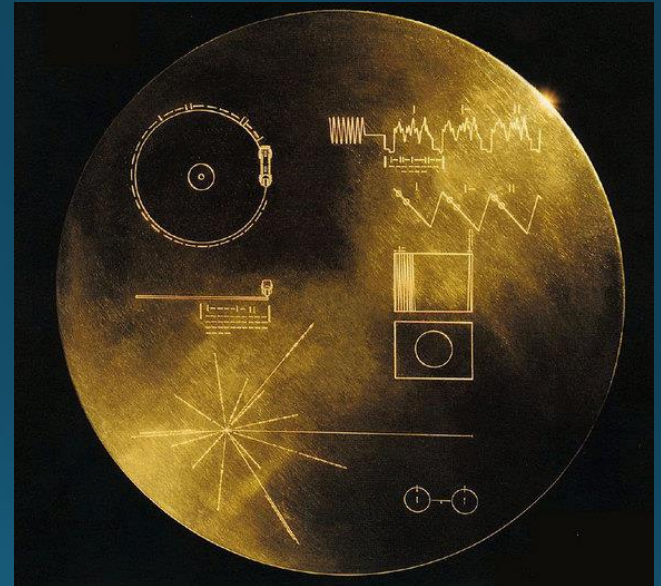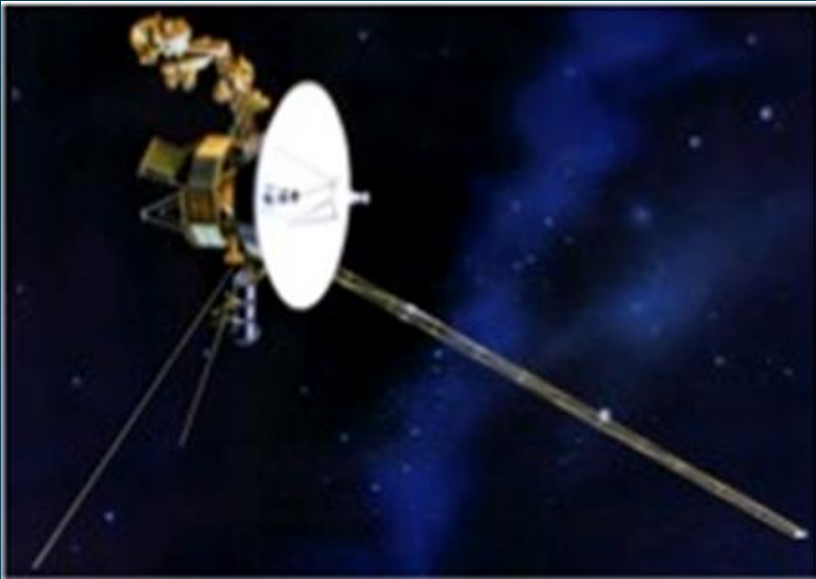
Not Real-time/Near time feedback

Lack agility

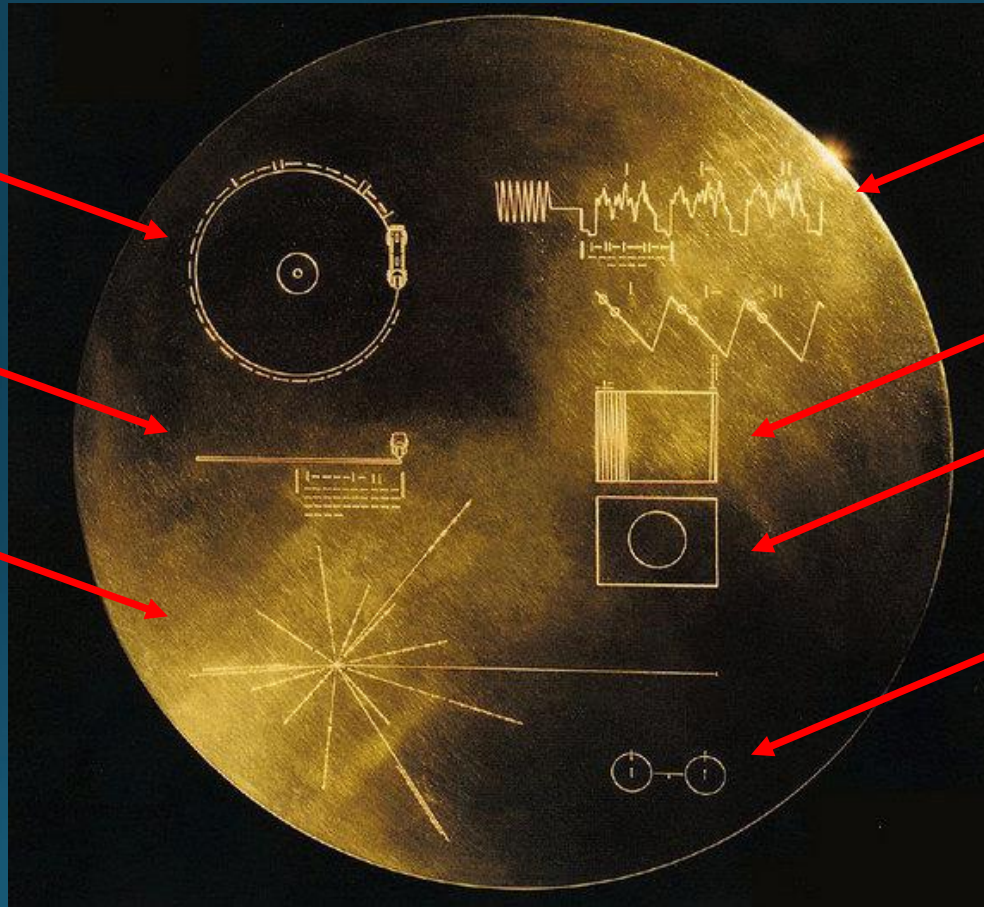Not Immediately Actionable

No Visible Accountability with Peers

Quality Lessons from Star Trek Next Generation

Creating a Collective Consciousness

Quality Lessons from Star Trek Next Generation

Developing a Collective Consciousness for Process Improvement

What to do   What success looks like   Where to go   How to get there
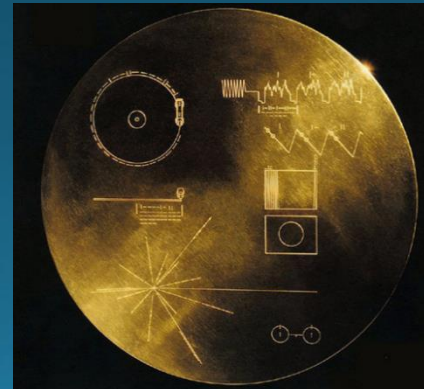
How long it will take

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Developing a Collective Consciousness for Process Improvement

Visual Management

Traditional: increase the efficiency and effectiveness of a process by making **the steps** in that process more visible

Suggestion: increase the efficiency and effectiveness of a process by making **the outputs** of that process more visible
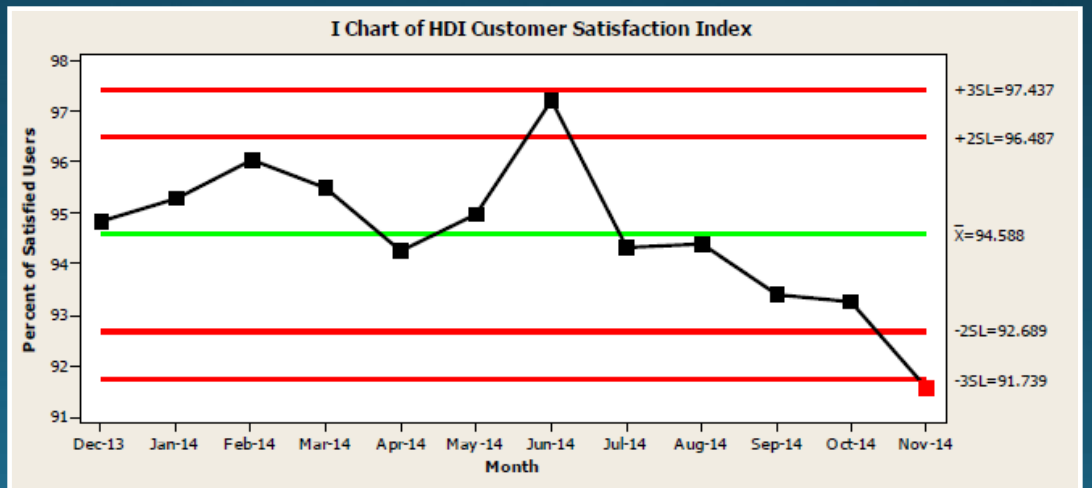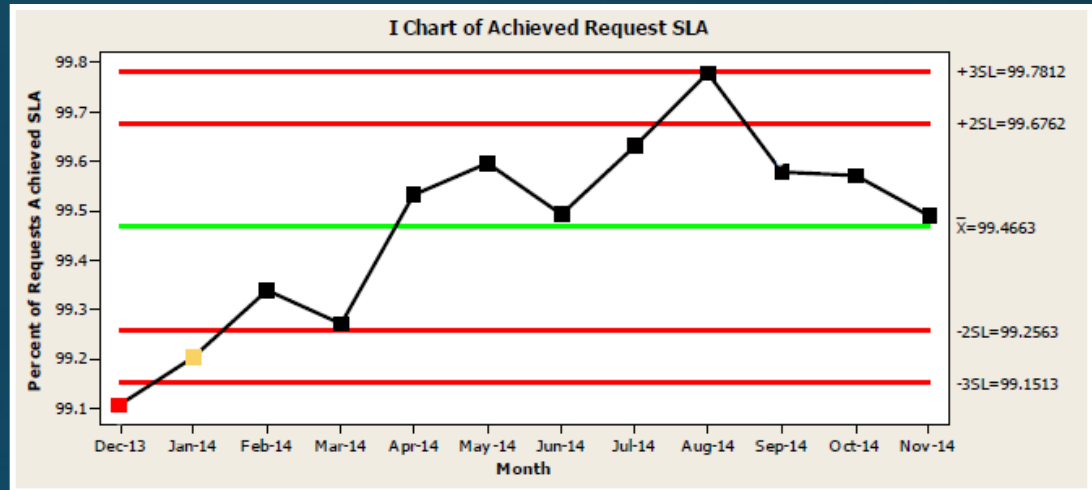
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Service Output Measurements

Technology Service Level agreement Outputs

Service	Service Owner	Incident SLA (Goal=90%)				Request SLA (Goal=98%)				HDI CSI (Goal=95%)			
		-14		12-Month		-14		12-Month		-14		12-Month	
		N	%	N	%	N	%	N	%	N	%	N	%
Data Center Networking		2	50.0%	40	92.5%	107	100.0%	1213	99.8%	1	100.0%	10	90.0%
Desktop Support		191	83.8%	2468	84.8%	371	96.0%	3985	97.1%	42	88.1%	557	93.2%
Enterprise Data Storage		1	0.0%	14	85.7%	2	100.0%	51	90.2%	1	100.0%	5	100.0%
IT Service Support (8-HELP)		288	92.4%	3443	94.5%	559	99.6%	5362	99.5%	70	94.3%	800	95.3%
Mailing Lists		3	100.0%	93	93.5%	85	100.0%	961	99.5%	4	75.0%	106	92.5%
Network Services		139	92.1%	3373	93.8%	287	99.3%	4924	98.9%	27	96.3%	678	96.0%

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Making it Work

- Transparency

- Understanding

- Action

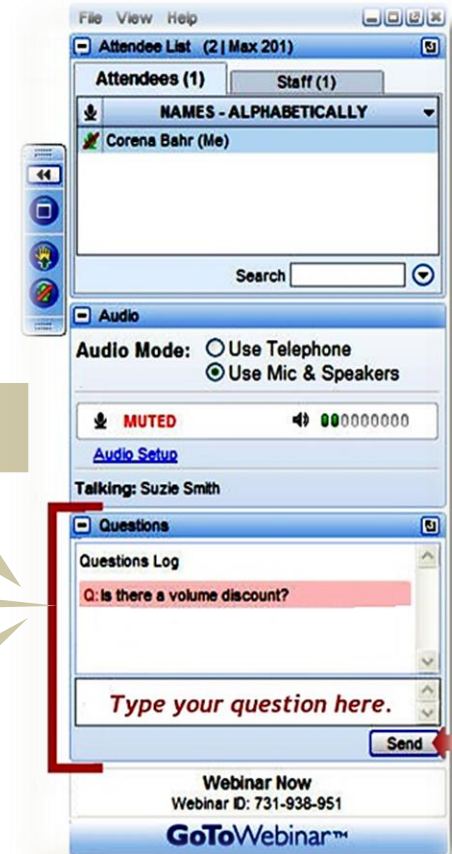- Public Accountability

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Thank you for joining us

Questions? Comments about today's program?

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Thurs., May 21st – "Innovation Academy: Performance Excellence at Dignity Health" – Paul Feltz

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