

# Building Process Improvement Proficiency through Blended Learning



Bill Hathaway

January 27, 2016

# Webcast Sponsor: MoreSteam.com

- Process Improvement Training & Technology
- Trained 506,000+ Lean Six Sigma professionals
- Served over 50% of the Fortune 500
- Courses reviewed and approved by ASQ and PMI
- Academic Partnerships with The Ohio State University, University of Notre Dame, California Polytechnic University, and George Washington University

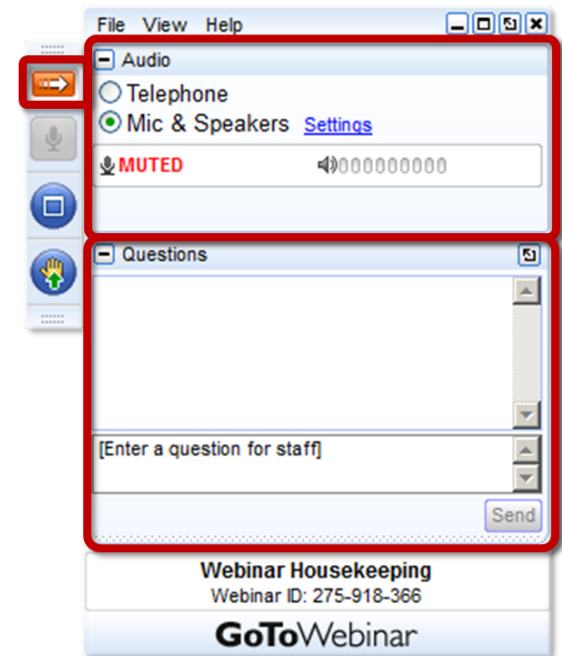


## Select Customers:



# Today's Program

- Welcome
- Introduction of MBB Webcast Series
  - [Ellen Milnes](#)
- “Building Process Improvement Proficiency through Blended Learning”
  - [Bill Hathaway](#)
- Open Discussion and Questions



# Our Presenter



**Bill Hathaway**

*President, MoreSteam.com*

PRACTICE WHAT  
~~YOU PREACH!~~

WE

# Designing a better blended learning model



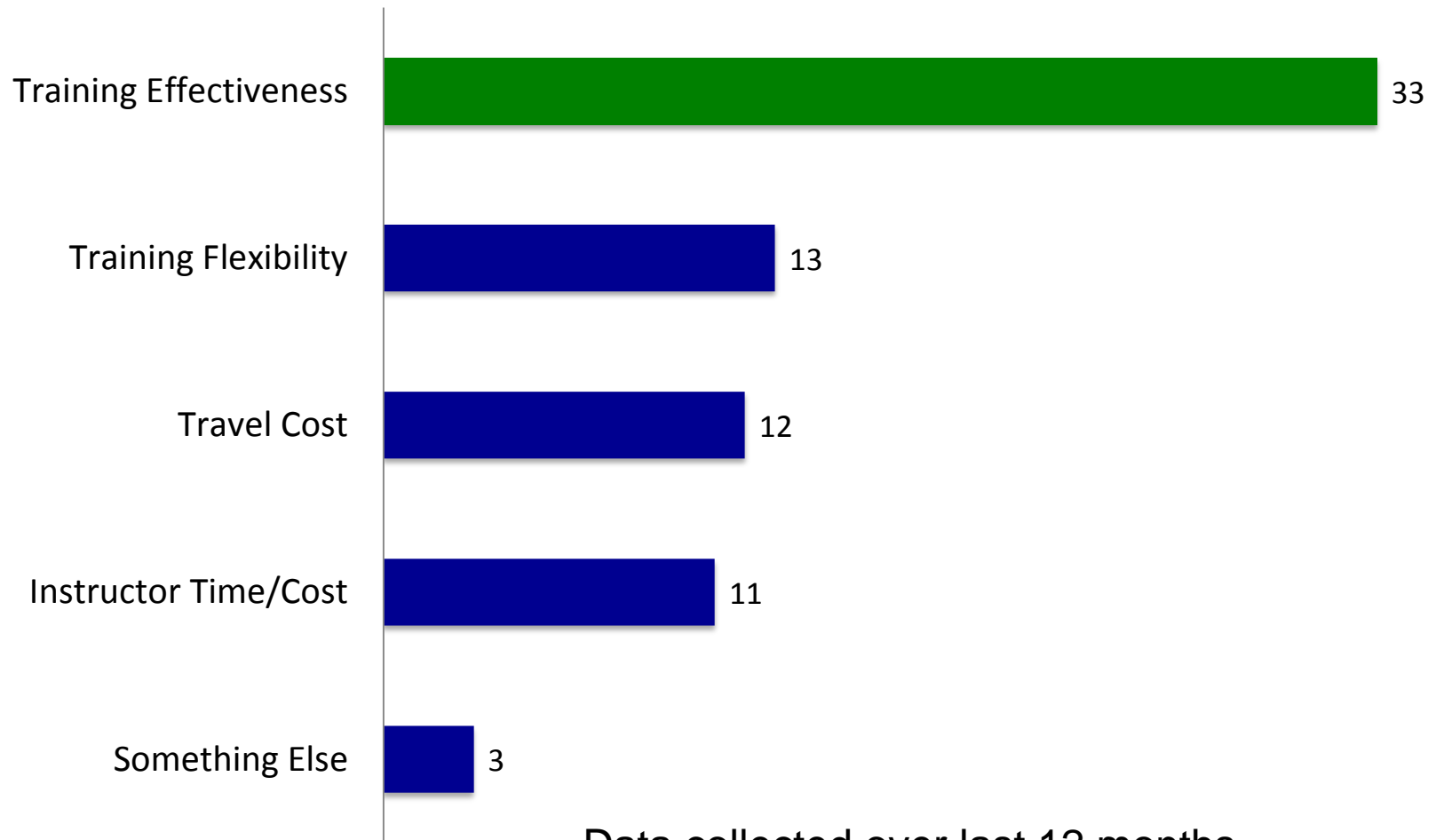
# Data in this presentation were collected from two sources.

Answers to the first two survey questions (training drivers and most important skills) were collected during a series of one day benchmarking conferences conducted in the US and Europe during 2014 and 2015.

Answers to questions about eLearning effectiveness were collected from MoreSteam's larger enterprise customers in a survey conducted in September of 2015. Respondents include IBM, HP, Hertz, AB-InBev, Tyco, Honeywell, PPG, Eli Lilly, Ohio State, Emerson Network Power, Nationwide Insurance, and Cardinal Health.

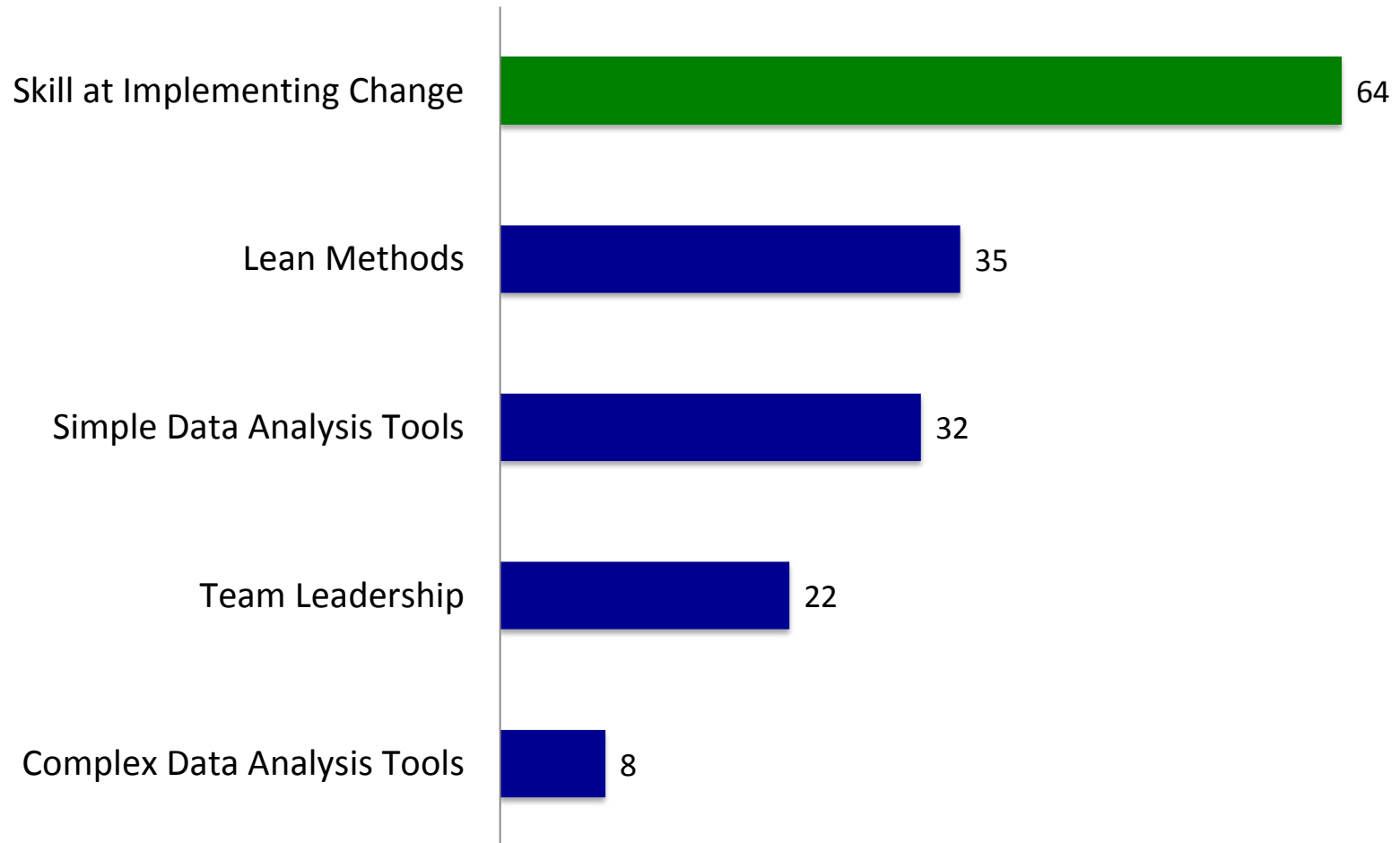


# Which driver has the most influence on your training design?



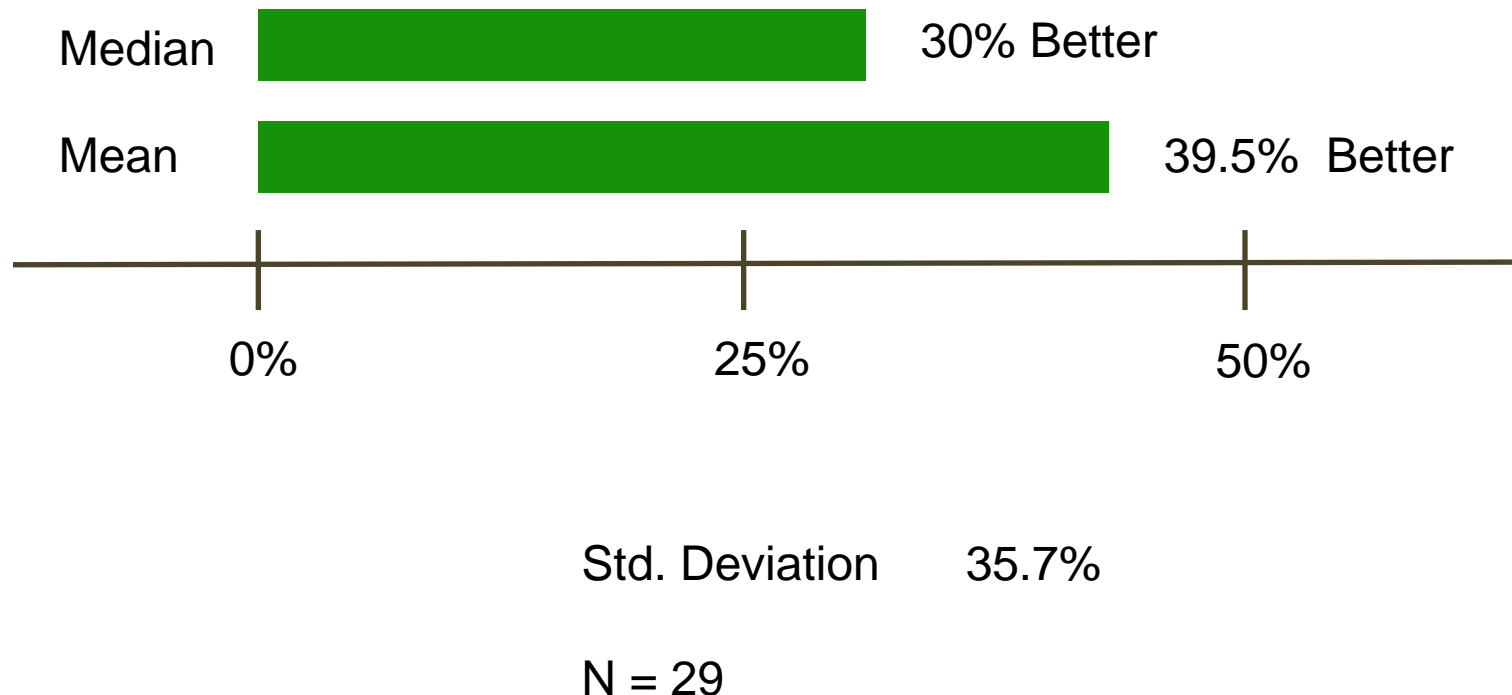


# What skills/tools are most important to you and your people?



Data collected over last 12 months

# How effective is your blended training model compared to the training model you used previously?



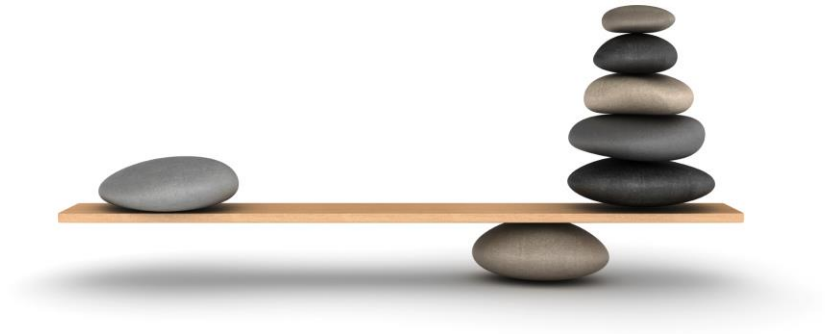
# How effective is your blended training model compared to the training model you used previously?



# Effectiveness perspective

100 projects per year  
\$50,000 per project  
\$5,000,000 total value

30% effectiveness improvement (median value)  
x \$5,000,000 = **\$1,500,000**



Some things don't need much design work...



Some do...





# RECIPE: Tomato vegetable pasta

Serves: 5

Cost per portion: 32p

## Ingredients:

500g prepared veg (carrots, broccoli, cabbage)  
1 onion, peeled    2 cloves garlic, peeled  
1 tbsp cooking oil    1kg passata  
2 tbsp dried mixed herbs    100g spaghetti



## Method:

1. Finely chop the veg, onion and garlic in a food processor.
2. Put the oil in a pan and add the vegetable mix. Fry for 5-10 minutes until they are soft.
3. Add the passata and herbs, stir and leave to simmer for 20 minutes.
4. Make up the spaghetti according to the package instructions.
5. Remove the sauce from the heat and pulse in a blender.

Star rating (out of 5): ★★★★★



# RECIPE: Tomato vegetable pasta

Serves: 5

Cost per portion: 32p

## Ingredients:

500g prepared veg (carrots, broccoli, cabbage)  
1 onion, peeled    2 cloves garlic, peeled  
1 tbsp cooking oil    1kg passata  
2 tbsp dried mixed herbs    100g spaghetti



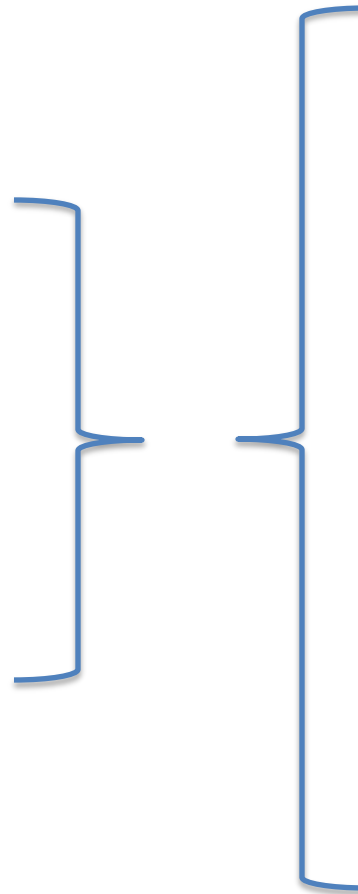
## Method:

1. Finely chop the veg, onion and garlic in a food processor.
2. Put the oil in a pan and add the vegetable mix. Fry for 5-10 minutes until they are soft.
3. Add the passata and herbs, stir and leave to simmer for 20 minutes.
4. Make up the spaghetti according to the package instructions.
5. Remove the sauce from the heat and pulse in a blender.

Star rating (out of 5): ★★★★★

VOB

VOS



Ingredients

+

Process Steps

+

Sequence

+

Timing

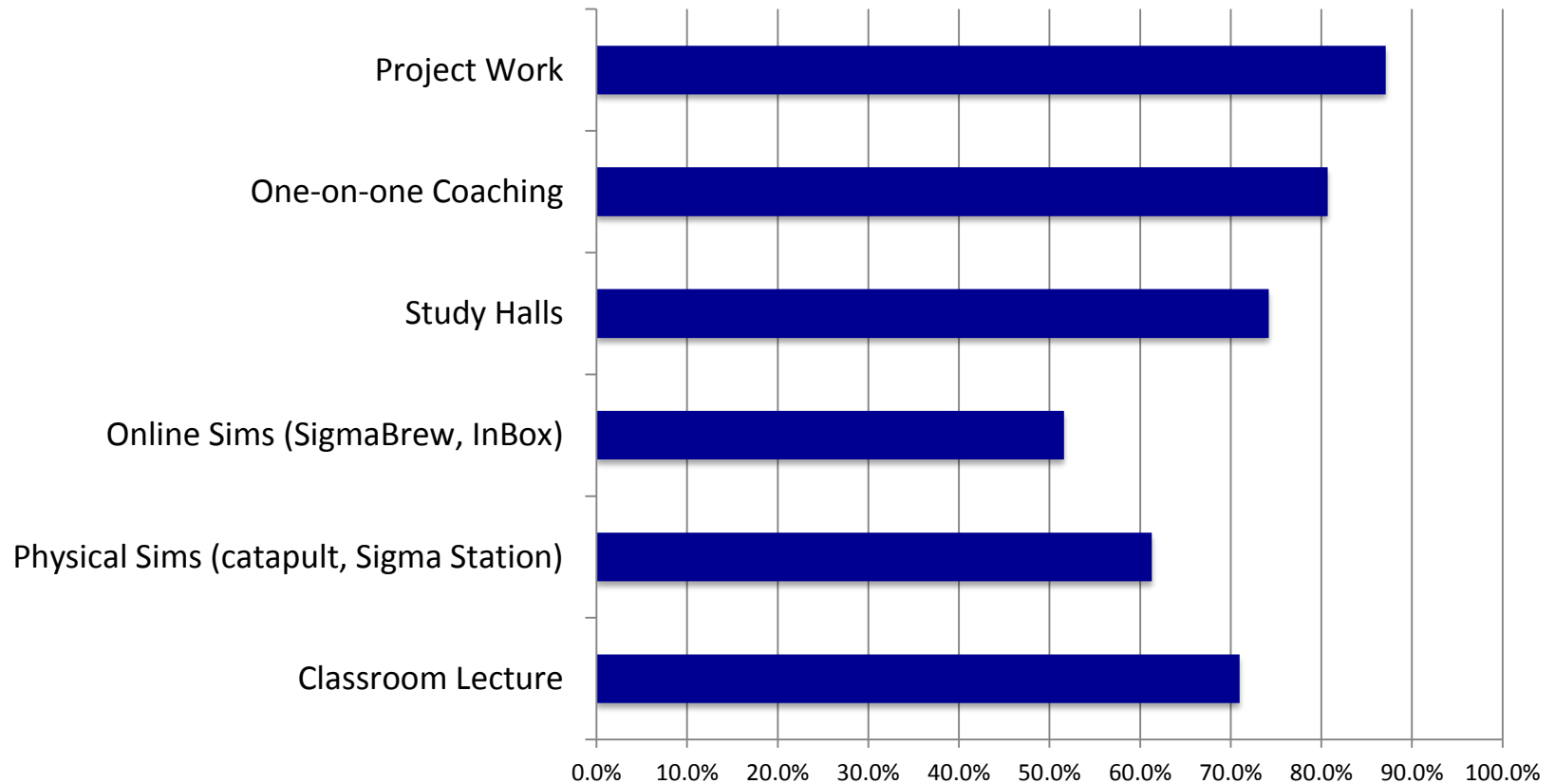
+

Environment

+

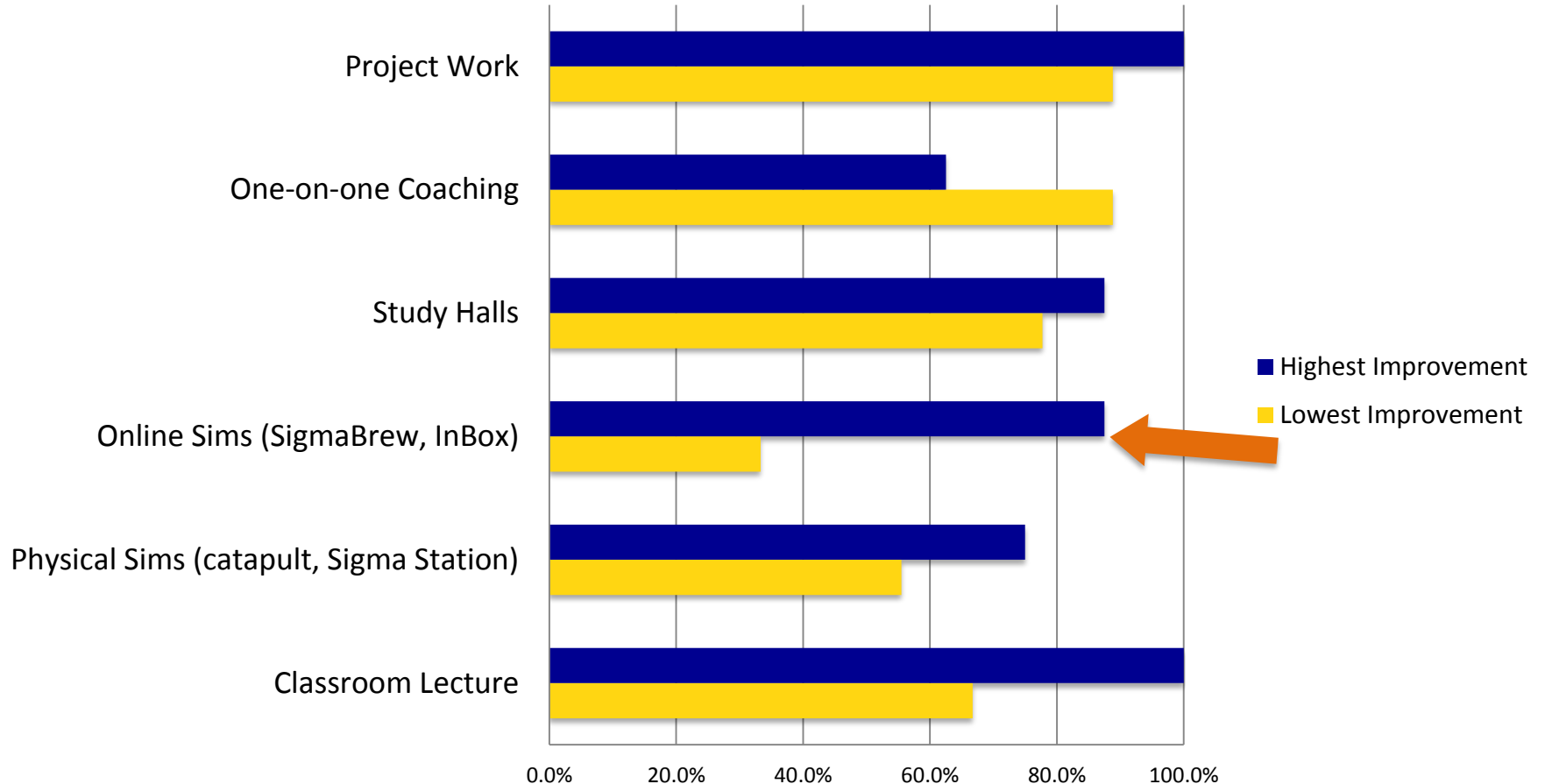
Structure

# Learning Activities Used in Blended Model – Beyond eLearning



All responses: n=29

# Learning Activities Used in Blended Model



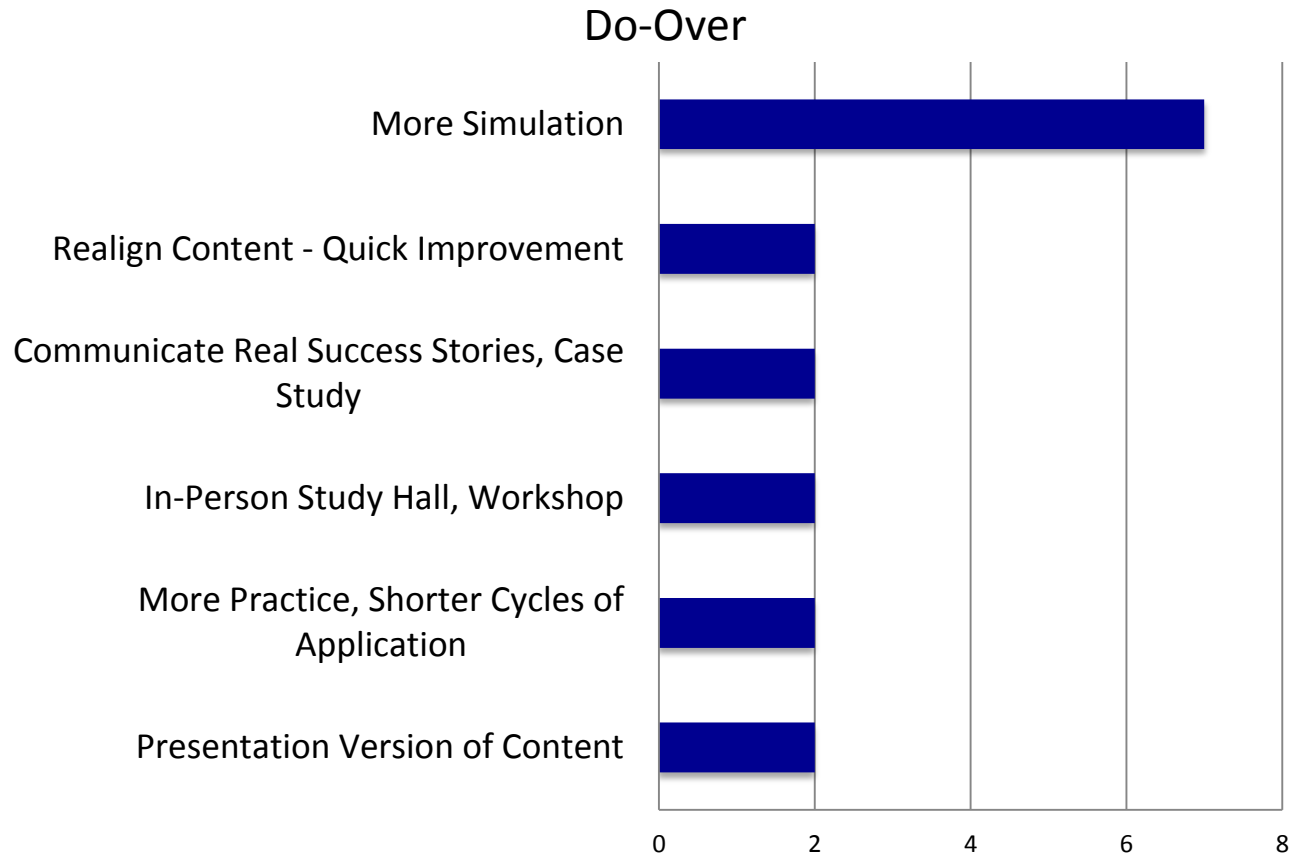
Comparison of 9 Worst vs. 8 Best

# What are the most important success factors for your training model?



From responses with greatest improvement

# If you had a do-over on your blended learning design, what would you do differently?



From responses with least improvement



A typical college football team plays 12 games, each of which has 60 minutes of running clock time, for a total of 12 hours, split between offense and defense.

During the season, the team practices approximately 380 hours (this would probably be higher if not limited by the NCAA).

The ratio of practice to play is therefore **63:1**

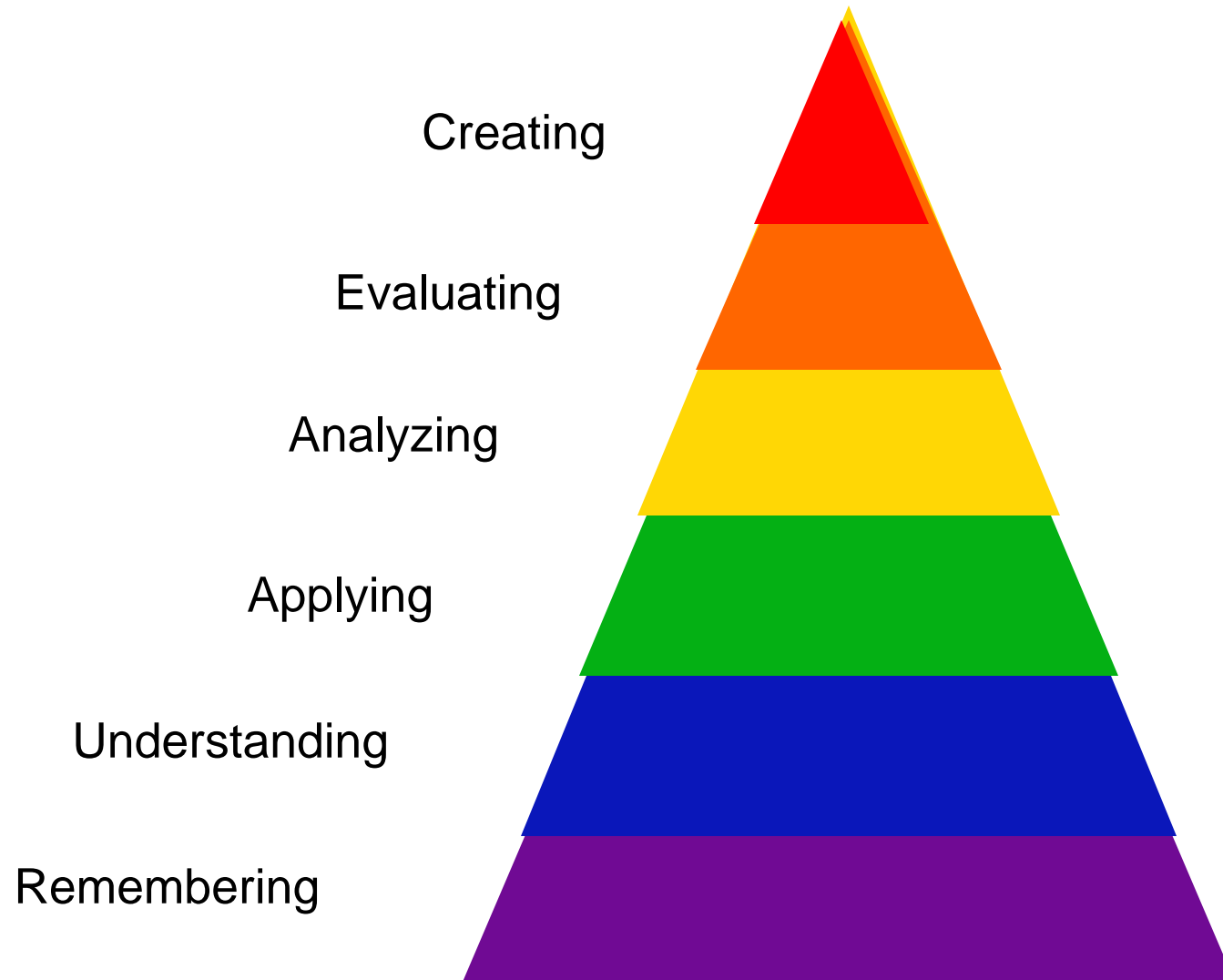




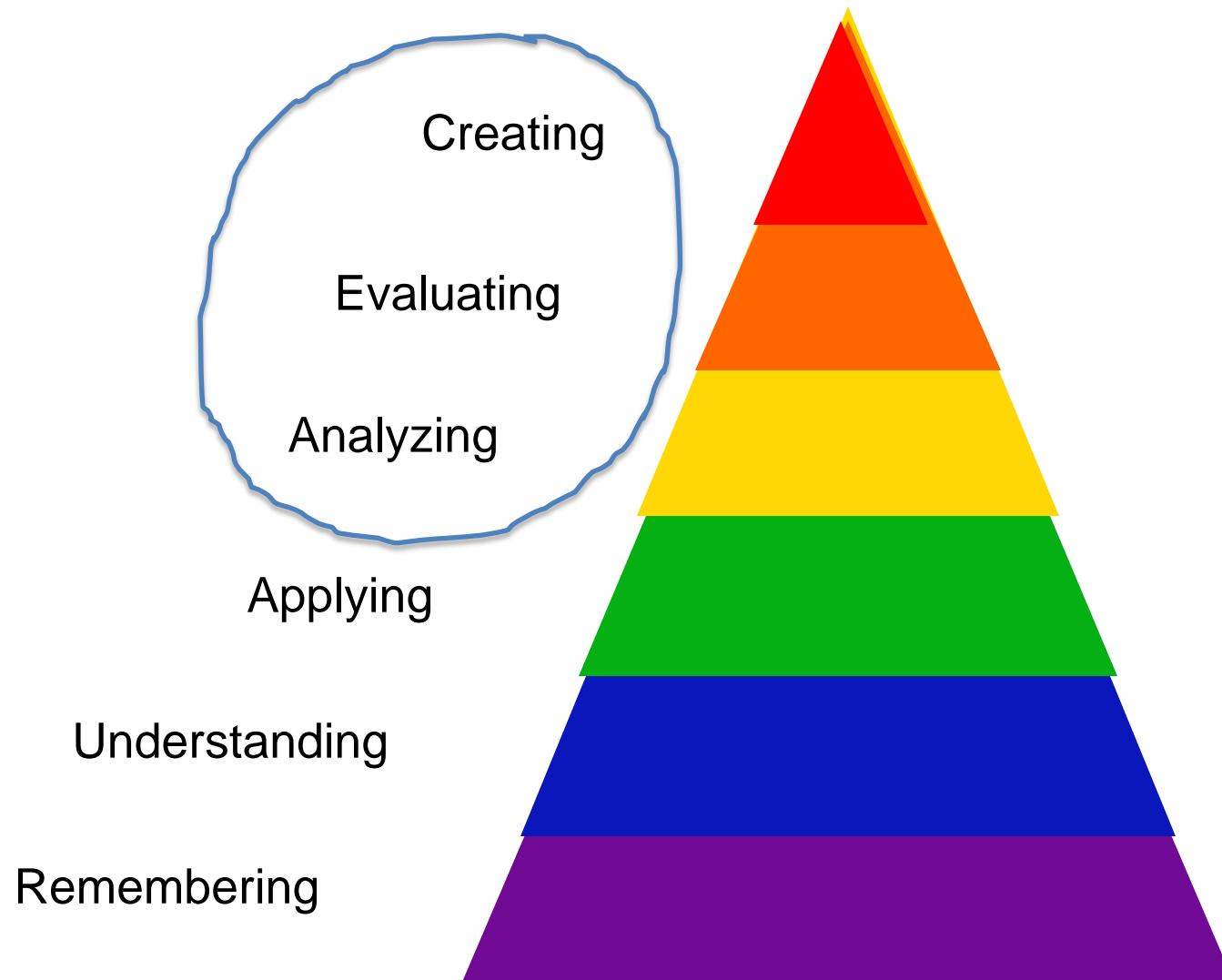




# Bloom's Taxonomy



# Bloom's Taxonomy



## Learning Activities

## Bloom's Taxonomy

**Active**

Dynamic  
Complex  
Open-Ended



Creating

Evaluating

Analyzing

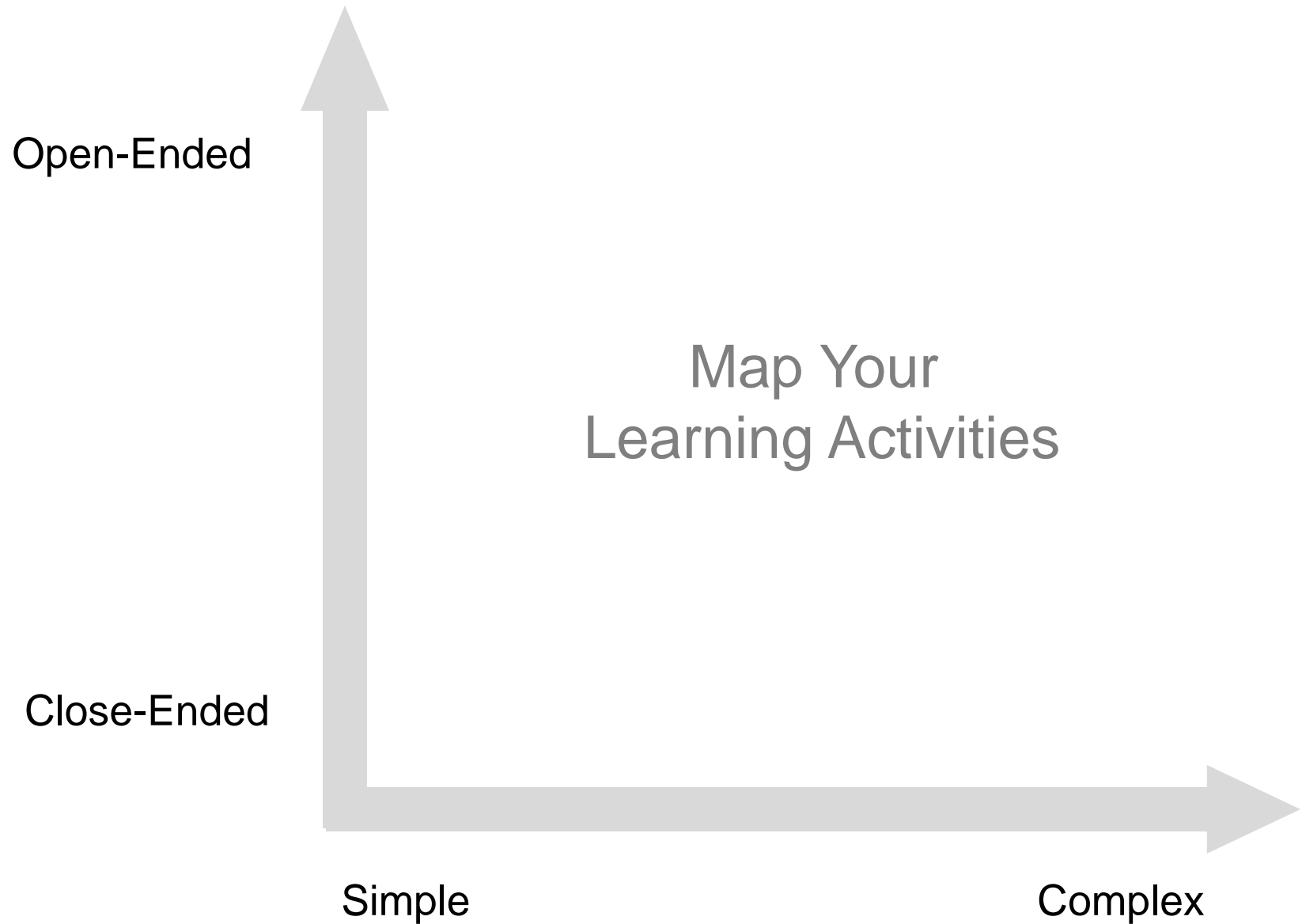
Applying

Understanding

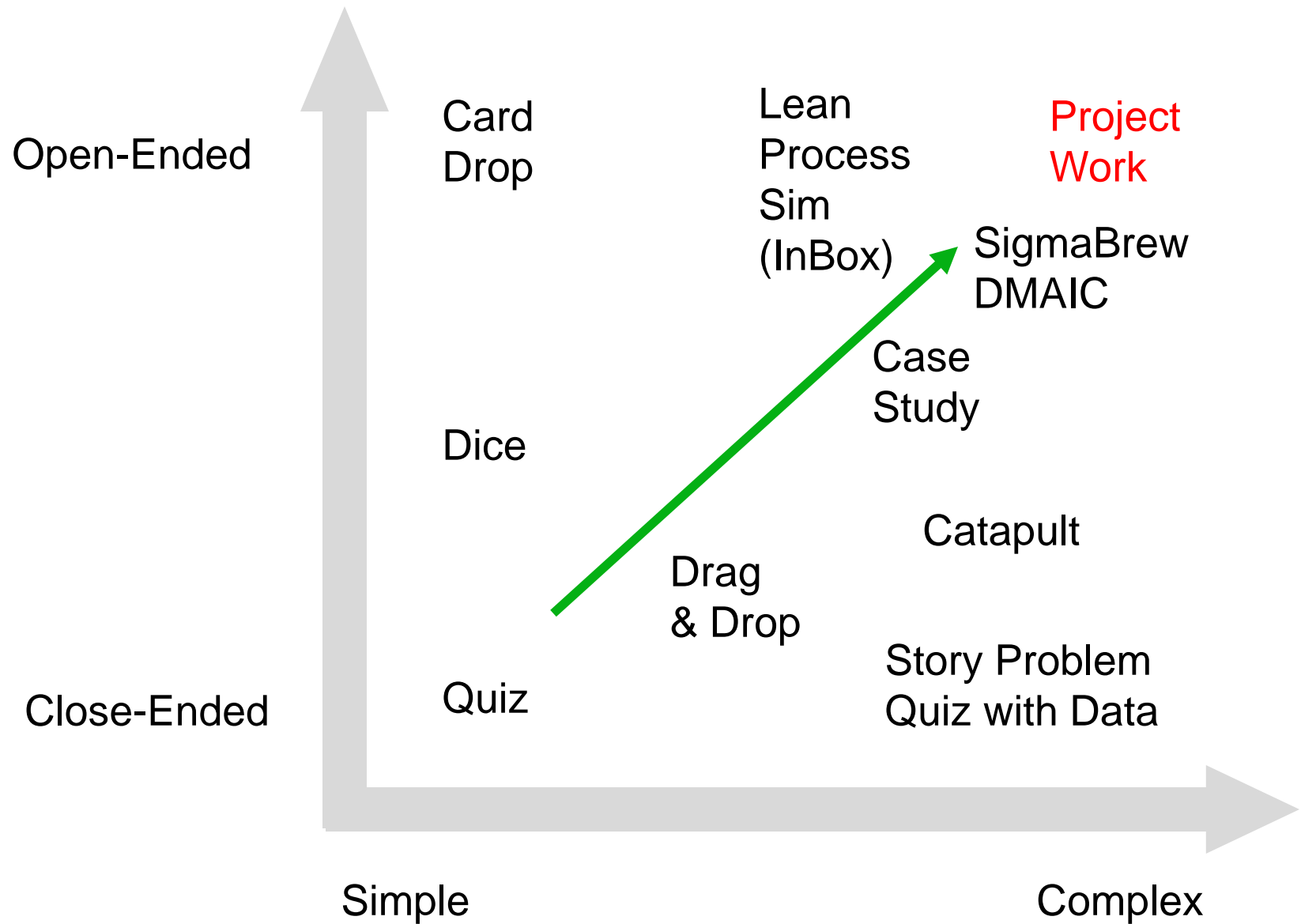
**Passive**

Structured  
Simple, Linear  
Close-ended

Remembering







## Key Ingredients:

Realistic Simulation  
More Components

## Key Methods:

Clear Expectations,  
Structure, Follow-up,  
Leadership Support

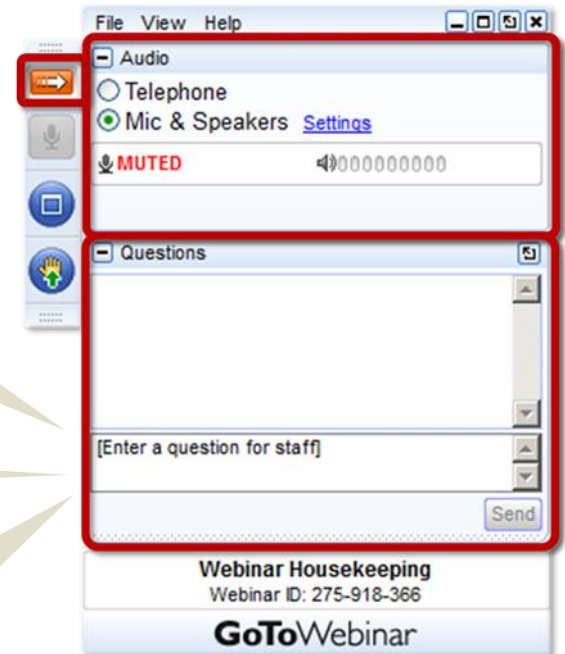
# Questions




*How have you handled ....*

*Have you ever encountered ....*

*Would you explain how you've approached ....*



# Visit us at MoreSteam.com



The screenshot shows the MoreSteam.com website. The header features the company logo (a gear with a checkmark) and the tagline "The Engine Room of Continuous Improvement". Navigation links include HOME, ABOUT US, E-LEARNING & CERTIFICATION, SOFTWARE & TECHNOLOGY, BLENDED LEARNING, KNOWLEDGE CENTER, MORESTEAM UNIVERSITY, and SUPPORT. A search bar and login fields are also present.

**Master Black Belt Program**  
Offered in Partnership  
with The Ohio State University

**506,527**  
The number of professionals that have  
trained through MoreSteam programs.

**POPULAR PRODUCTS**

-  **Black Belt Training**
-  **Green Belt Training**
-  **EngineRoom**
-  **TRACtion**

[View All Products](#)

**More flexibility. More capability. MoreSteam.**

# Thank you for joining us



Bill Hathaway, President – MoreSteam.com  
[bhathaway@moresteam.com](mailto:bhathaway@moresteam.com)

Ellen Milnes, Director of Marketing – MoreSteam.com  
[emilnes@moresteam.com](mailto:emilnes@moresteam.com)

## *Join us next month:*

*“LSS Leadership Guide” – Dr. Sandy Furterer, VP of Process Transformation Park National Bank*

*Archived presentations and other materials:*  
<http://www.moresteam.com/presentations/>