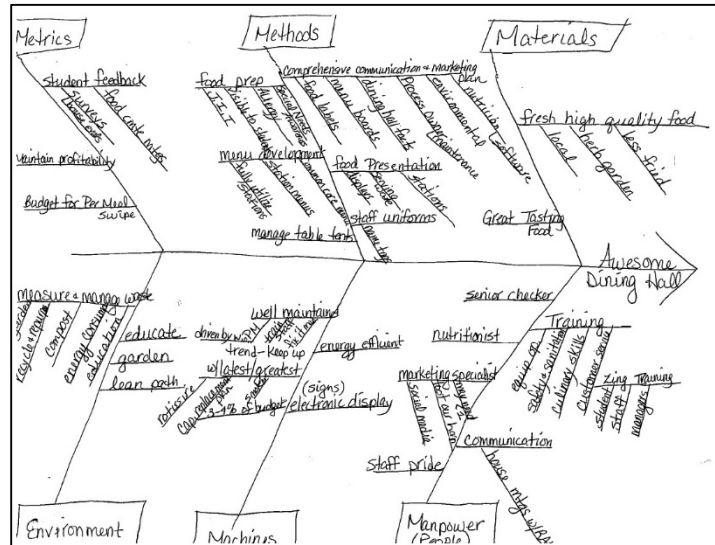


Residential Dining Blueprint Event

Several dining services managers and Michigan Tech students recently spent three days in a kaizen to construct a blueprint for creating an awesome dining experience. The kaizen was the culmination of over a year's worth of information exchanges and visits to other facilities, gathering ideas and increasing knowledge. The event began with a discussion and decisions about where residential dining services would position itself on the low-to-high ranges for customer service and food quality, answering the question "How good do we want to be?" and setting the baseline for future choices.



The managers' ideas covered the full gamut of operating a residential dining facility. Their ideas included a separate identity for each dining hall, mainstreaming food restrictions into everyday menus, farm-fresh produce, and quality equipment with a "wow" factor. They gathered their team and began the kaizen by reviewing the results from a survey of students conducted last January. Next they used an Affinity Chart, a Fishbone Diagram, and multivoting to find and select ideas on which to focus. The strongest support was for Menu Development; Food Preparation; and Fresh, High Quality Food; they'll begin the residential dining transformation in these areas.

For Dining Services, this kaizen was just the beginning for improvements in residential dining. After they complete this phase, they intend to revisit their blueprint, represented by the Fishbone Diagram above, to continuously improve the dining facilities.

Campus Lean Facilitators Host Process Mapping Workshop

The Office of Continuous Improvement and campus Lean facilitators provided a new Lean workshop on process mapping. Process mapping is a way to define the purpose of a process, who is responsible for each step, the quality standard for the process, and how success can be determined. The workshop began with a learning session on Lean and Process Mapping, followed by a hands-on learning experience with one-on-one instruction from a volunteer campus Lean facilitator. The workshop took about six hours total on Tuesday, June 10 and Thursday, June 12. Lean facilitators Ernie Beutler, Kathy Wardnyski, Laura Harry, Wendy Davis, Ruth Archer, and Theresa Coleman-Kaiser worked closely with five teams from the Humanities, Dining Services, and Human Resources departments to create a current map of a process they wanted to improve. This workshop is part of a new, recurring series of campus workshops developed by the Office of Continuous Improvement.

Lean Outreach and Connections

- The Copper Country Lean Group (CCLG) met in June at Somero Enterprises, Inc. Nineteen people were in attendance, representing eleven organizations. Twenty-nine total organizations are affiliated with the group. The meeting began with a presentation by Somero on how they are integrating Lean into their entire organization, followed by a tour of their manufacturing facility. After the tour, the Lean topic for discussion was Andon. A teach-back on Andon was provided by Michigan Tech's Manager of Process Improvement, then the attendees shared how Andon is used in their businesses. The next meeting of the CCLG will be in early September, and will be hosted by Pettibone.
- The Leaders in Continuous Improvement (LCI) student organization held a Study Break event at the end of the spring semester to increase awareness of their organization. The Blue Marble Security Enterprise partnered with LCI for the event. LCI also met with several Lean facilitators and created a training plan to develop Lean competencies in their new members beginning in the fall.
- The Michigan Tech Continuous Improvement Blog (<http://www.mtu.edu/improvement>) continues to be updated regularly. We are actively recruiting guest bloggers.
- The *Continuous Improvement Connection*, a new regular feature in the Tech Today newsletter, provides information about Continuous Improvement practices, workshops, and opportunities for Michigan Tech's faculty and staff.
- An *Introduction to Lean* presentation for Professional Development Day on May 20 was well received. There were about 40 participants. As a result, several offices participated in the Process Mapping workshop or requested kaizen support.
- The Michigan Lean Consortium [June newsletter](#) highlighted Michigan Tech in its recurring "Lean in Action" feature.
- Michigan Tech's volunteer Lean Facilitators and Lean Implementation Leaders meet monthly. At the meeting, the volunteers receive continuing education, practice skills, share current projects, ask questions, and receive advice from their peers.
- Auxiliary Services and Human Resources are holding their own monthly Report Outs, where members of their departments report on their kaizen events which were completed that month. All members of these organizations are strongly encouraged to attend the Report Out by their management.

Continuous Improvement Events, as of 30 Jun 2014

| Area | Active as of 30 Jun 14 | Completed 1 Apr - 30 Jun 14 | Completed FY14 |
|---------------------------------|---------------------------|--------------------------------|-------------------|
| Academic Affairs | 2 | 2 | 7 |
| Administration | 2 | 9 | 29 |
| Financial Services | 0 | 1 | 1 |
| Information Services | 0 | 0 | 1 |
| Research | 0 | 0 | 2 |
| Student Affairs and Advancement | 0 | 1 | 4 |
| Total | 4 | 13 | 44 |