

Staff Development Grant – Overview of Lean Applications

Winona State University

Project: Overview of Lean Applications for MnSCU System Institutions

Description: Development of Lean program for administrators, directors and supervisors systemwide. Lean principles and applications are widely accepted in manufacturing and service industries as a model to create capacity, improve quality, shorten lead times, satisfy customers and reduce costs.

Project leader(s): Theresa Waterbury, Ann MacDonald

Award: \$5,000

Project Re-cap:

The grant allowed Theresa Waterbury and Ann MacDonald a total of 8 days to create and modify a four-hour seminar on Educational Lean. As of May 15, 2009 we facilitated three seminars:

- North Hennepin Community College (February 4, 2009)
- Office of the Chancellor (March 26, 2009)
- Metro State University (May 6, 2009)

Thus far, a total of 53 MnSCU employees, ranging from presidents, vice presidents, deans, directors, faculty, and Office of the Chancellor staff, have attended the seminars.

Two more seminars are planned:

- St. Cloud State University (June 23, 2009)
- Location and date of 5th seminar TBD

Costs were as follows:

Theresa Waterbury and Ann MacDonald preparation, facilitation and materials fee: \$3,400

Travel to Minnesota locations: \$1,600

Note: The costs will not be finalized until the 5th seminar is delivered during summer, 2009.

Impact:

There were three anticipated outcomes of this project:

1. To increase the awareness of MnSCU employees who understand the power of the lean philosophy.
2. To demonstrate how lean principles can support process improvement initiatives.

3. To provide MnSCU employees with the understanding of non-value-added activities.

The MnSCU employees that attended a seminar completed an evaluation form. This feedback was used to make slight modifications to the seminar curriculum and delivery method. According to new feedback, the changes strengthened the seminar content and delivery.

During the seminars, the participants were provided with information on how they can learn more about Educational Lean, specifically by attending a 6-credit hour “Applied Educational Lean Facilitator Certificate” program. This course prepares individuals to successfully facilitate Educational Lean projects at their institution. The first course of the certificate program is under way, and one of the seminar participants is attending the first certificate program. Due to the interest from another 10 – 14 MnSCU folks, we have added an additional certificate program to begin in late July, 2009.

The final impact is that the Introduction to Educational Lean seminar is now a component of the Administrator Development Program hosted by the Training and Development office. This demonstrates a strong partnership between the Office of the Chancellor and Winona State University.

Reflections:

This has been a wonderful opportunity to share our strong commitment to continuous improvement within the MnSCU system. Thus far, it has been an exceptional experience in that we have been able to share improvement success stories, help others learn to see symptoms of non-value, and introduce a quality methodology that can help MnSCU its continuous improvement journey. In return, we have learned about the great work happening on Minnesota campuses.

From the evaluations, we learned that most people understand the value of implementing Educational Lean and how this quality methodology can supplement other campus quality initiatives such as AQIP and Baldrige. Thanks to participant feedback, we made modifications to the curriculum and delivery that strengthened the seminar.

This grant has been instrumental in helping us launch a new certificate program aimed at teaching others to become strong Educational Lean facilitators. Thanks much for this opportunity.