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| **Task** | **Date of Task** | **Date of SRLD** |
| Food Inspection Process Event | March 17-21, 2014 | DRAFT 3/24/2014 |
| **Organization** | **Facilitator** | **Participants** |
| Tazewell County Health Department | Karla Burress | Ev Neavear, Director of Environmental Health  Karen Irons, Supervisor of Indoor EH programs  Kim Sams, Food Inspector  Katie Traenkenschuh, Food Inspector  Emily Starzynski, Food Inspector/Health Educator  Eric Bakota, Epidemiologist  Vicki Tyler, Admin. Asst. / QI team member |

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| **STATUS** | | | |
| **Measures**  *What are the measures of success?* | **Targets** *What was supposed to happen?* | **Results** *What actually happened?* | **Achievement** *At, Above, or Below Expectation?* |
| Administrative time | Reduce administrative time within the food inspection process by 33%. | Potential results—62% | TBD |
| Materials | Reduce material use by 50% | Potential results—99.7% | TBD |
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| **+ What was positive that helped you achieve the results? (Accelerators)** | | |
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| **REASONS**  *(What led to results and achievement?)* | **LEARNINGS** *(What advice and benefit?)* | **DIRECTIONS** *(What actions, Who will do them, When will they be done?)* |
| **Machines (Systems and Equipment)** |  |  |
| Stakeholders Analysis | Identified a need for timely communication with certain participants. | Will continue to use this tool at future Kaizen during the preparation phase. |
| Gathering practical knowledge | Helped me to know the process, learn the lingo used within the program to better communicate about the process | Would encourage the use of this tool for future events for anyone not familiar with the process being analyzed. |
| Access to the Garrison program, email, air cards, and I-pad. | Helped on determining/testing solutions during the event; could get answers to concerns fairly quickly or at least start the process of getting the answer. | If possible, for future events will have access to the tools necessary to test etc. during the event. |
| **Methods** |  |  |
| Kaizen tools | I consider this first Kaizen Event my “Do” of the “Tell, Show, Do” training we learned. After putting it all together with Pam’s help/guidance, it makes so much more sense and I really understand the flow. | Will continue to use these tools for future Kaizen events and use them to run a mock Kaizen for the QI team to help train them on the process so they can facilitate future events. |
| Packaging the process up with the measure definition template and the CIS | Having these tools to pass on to the process owner I think is very important. It helps that person take ownership and provides guidance and direction on where the project goes from here. | Insure that there is enough time to explain these tools to the process owner giving them the confidence to continue. |
| Testing solutions and training staff | Being able to test solutions and train staff during the event helped to move the project along. | Will do as much work ahead of the event as possible to insure there is time to test and train during the event. |
| Setting up food ahead of time | Saved valuable time during the event | Will continue this in future events |
| **Materials** |  |  |
| Having all the right materials readily available | Having everything in the room limited wasted time looking for supplies | Make sure room is good to go for future events with all things necessary. |
| Documents used in the current process | Useful to have these tools when it came to discussing both issues and solutions | For future events, have all available documents ready and in the room. |
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| **Measurement (and Information)** |  |  |
| Targets established for the Event were clear and agreed upon by the leadership of the EH division | Working with the leadership on the targets prior to the actual event helped them have ownership during the event itself. | Will continue to establish targets with leadership in future events in order to have that focus during the event. |
| Doing time studies prior to the event to collect data for the measures. | Very helpful during event to have something to back up your data being documented during the event | Will collect data prior to future events. |
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| **Mother Nature (Environment)** |  |  |
| The room we held our event in was a good space and was comfortable for staff. | Having the space checked out way in advance: informing all staff that the room would be occupied the entire week ahead of time so that if there were conflicts, they had time to find an alternate space. | Will continue to utilize the good space for an event and communicate with staff prior to insure space conflicts and limit the possibility of interruptions. |
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| **People** |  |  |
| Important to have that “wild card” person on the team | Found it very helpful to have the perspective of wild card during the event to stimulate thinking about alternate possibilities | When developing teams for future events, will insure the addition of that “wild card” member. |
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| **- What prevented more progress? (Barriers)** | | |
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| **REASONS**  *(What led to results and achievement?)* | **LEARNINGS** *(What advice and benefit?)* | **DIRECTIONS** *(What actions, Who will do them, When will they be done?)* |
| **Machines (Systems and Equipment)** |  |  |
| Availability of technology during the issue phase of the process | There was a tendency for team members to explore possible solutions using Garrison/email etc. during the issue phase of the process causing disruption and then leading to inactivity during the “action list” phase because action items had been completed earlier. | Bring the technology in during the solution phase so that the temptation to work ahead will be eliminated. |
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| **Methods** |  |  |
| End of Day Report Out not done every day | Realized the importance of the team hearing from the leadership at the end of every day even if that means discussing the progress by phone and then reporting back to the team what was said. | For future events, will make sure that this happens any way possible. |
| Not feeling overly comfortable with the Kaizen process. | This had my focus more on each step and its completion rather than asking the team if they have questions about the process or even being able to facilitate productive discussions better. | In practicing this process, I now feel more comfortable about the process itself and this will help expand my abilities in the actual facilitator role for future projects. |
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| **Materials** |  |  |
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| **Measurement (and Information)** |  |  |
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| **Mother Nature (Environment)** |  |  |
| Time period of being notified of the Kaizen and the actual event was too long | I think that all the time of waiting for the “kaizen” to begin, caused great anxiety for some of the team members especially the leadership of the process. | For future events, I will limit the amount of time there is between the announcement of the Kaizen and the event itself. |
| The room did get stuffy causing frustration for the team the first day | Having ventilation and air movement made the team more productive and happier. | For future events, ensure air movement from day 1. |
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| **People** |  |  |
| The Supervisor for this process at the initiation of the Kaizen was retiring and a new supervisor was going to be taking that position prior to the Kaizen beginning. | With the change in leadership mid-Kaizen, it caused major frustration for the new supervisor (process owner) and a bad outlook toward the Kaizen for the first two days of the event possibly causing disruption of the team building. | For future events, will take into consideration the status of possible changes mid-Kaizen and avoid scheduling a Kaizen event until after changes have occurred. |
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