LET’S TRY KAIZEN
Improvement in Action – Koosh Ball

Solve/Plan – Set the Goal

TO: Decrease the koosh ball process cycle time
FOR: Koosh ball team members
SO THAT: Customer Is happier; Free up team time for other value added activities

CONDITIONS:
- The ball must start and end with the same person
- Each person must touch the ball in the same order as they did at the outset
- Two people cannot touch the ball at the same time.
- If the ball falls on the floor you must begin again

STANDARDS/MEASURES: Time for all team members to ‘touch’ the koosh ball – 50% decrease from baseline
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**Solve/Plan**

**Collect data and information**

- Complete the process a few times
  - Without changing
- Establish baseline time and record
- Observe errors and waste

**Analyze and identify potential solutions**

- Determine issues that are consuming time; Why do they exist?
- Establish potential solutions; what are they?
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Try/Do
Perform assignments to test potential solutions
- Try potential solutions
- Run the process

Learn/Study
Analyze results and determine impact
- Back to potential solutions and goal – Do you need to modify solutions? Retest?

Extract learning
- Why did it work?
- Why did it not work?
- What will you try next?
Install/Act

For the team with the greatest decrease in time: In a *tell, show, do, recycle format* teach the other teams your new standardized work.

All other teams, try the new process and measure the results.

**Are all teams able to achieve the goal? Consistently?**
Important being able to…

- Communicate effectively with others
- Work as a team
- Solve
  - Focus the improvement effort
  - Understand the process
- Try, Learn
  - Get feedback through measurement
  - Learn from success and failure
- Install
  - Effectively install the new process