




Results not Resistance – Workshop Notes CPSQA Workshop – September 18, 2013

The Results Equation

$$R = I \times D \times E$$

Where:




- R** = Sustained **R**esults 
- I** = Quality of **I**dea 
- D** = **D**esire or **B**uy-In of the necessary internal stakeholders. 
- E** = Ability of the organization to **E**xecute the improvement idea

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Score of your own Quality Improvement Project?

$$\text{Result} = \text{___ \%} \times \text{___ \%} \times \text{___ \%}$$

Elevator Pitch

Can you express the value of the idea (or sell the problem) in less than the time it takes to ride an elevator?

1. What should they know?
2. What should they feel?
3. What should they do?

Elevator Pitch 7 S's

1. Short
2. Specific
3. Surprising
4. Stirring
5. Sound
6. Safe
7. Saving

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Build Trust

$$\text{Trust} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Self-Orientation}}$$

- Build trust in the:
- People doing the analysis
 - People delivering the messages
 - Data



What is in a good problem statement?

- Who is affected by the problem ?
- When does the problem occur ?
- Where does the problem occur ?
- What is the business impact of the problem i.e. impact on end user/client, the amount of waiting, correction demand, cost etc.?
- 4W2H

Making the Quality Improvement last

Make it:

- **Natural** to do the right thing
- **Hard** to do the wrong thing
- **Rewarding** to do the right thing

Keep Doing:

Stop Doing:

Start Doing:

Full-Day version of this workshop: Oct. 25, 2013 Ottawa

<http://leangovernmentconference.ca>



Lean Government Summit 2013

October 23, 24 and 25
at the Museum of Nature,
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Canada's National Lean Government Conference Guest Speakers ▼

 <p>Dr. Deborah Nightingale Co-Director, Biotechnical Systems Research Centre (BSRC) and past Co-Director, Lean Advancement Initiative, Massachusetts Institute of Technology (MIT)</p>	 <p>Shelley Whitehead Strategic Advisor, Ministry of Central Services, Government of Saskatchewan</p>	 <p>Scotty Martin Manager, Peak Academy Budget & Management Office/BMO City of Denver, Colorado</p>	 <p>Daryl Gauthier and Paul Choquette Human Resources, Canada Post</p>
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Presented in cooperation with:



To read further on these topics, we recommend:

