

### Overview:

There are many strategies today regarding email. "Inbox Zero," Microsoft's '6 tips for reducing e-mail overload,' and Permessia Email Control just to mention a few, but none of these get to **root cause** analysis. Most, if not all, just want you to process the email ... **faster**. In Lean-speak this is 'doing the wasteful steps faster. Mercy.

Why was the email created in the 1<sup>st</sup> place? Another great question – how about **reducing** the email traffic by using a data-centric approach?

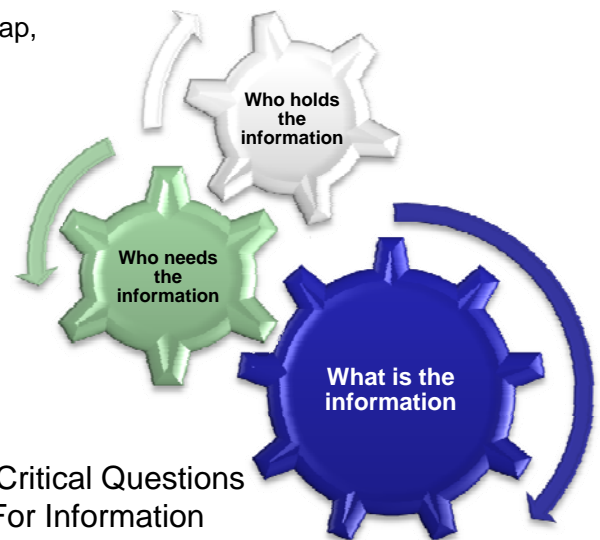
### Three Critical Questions – One Powerful Graph:

LSS approaches improvement from a process standpoint – and one that implements 'system thinking.' With your team we can describe your problem in detail using a) SIPOCr map, b) an information map, and c) our patented TCL graph.

The SIPOCr let's us understand your process at a high level and detail the suppliers, inputs, process steps, outputs, customers, and requirements so that we can begin asking the critical questions surrounding the information.

The information map begs the questions: What is the information? Who needs the information? Who holds & is responsible for the information?

Deliverables
Email analysis includes:
• From/to
• Subject lines
• Frequencies
• Purpose
• Inbound, outbound
• Others as necessary



The TCL graph is the most powerful, because it allows us to see the data graphically:

- Who was the email from?
- How frequent was the email?
- What was the subject of the email?
- Was the email inbound or outbound?

With these questions answered we can begin moving towards solutions which can include a variety of things like: subject line protocol, when to use/when not to use email, sorting rules, email **forms**, shared drives, use of IM and other means for specific types of correspondence, and the best of all – **eliminate the need for sending an email in the 1<sup>st</sup> place!**

### Location / Duration:

On site at your location – 10 days

### Other Specifics:

Team size 6 - 10 participants

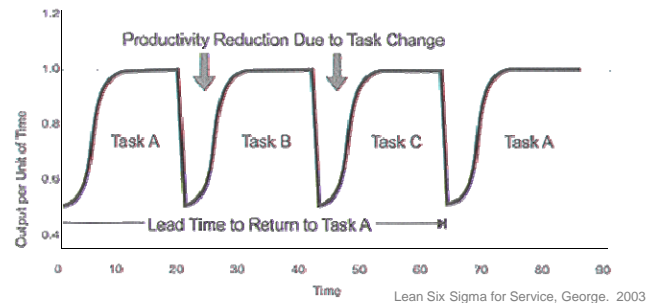
### Interruptions & Learning Curves:

Reducing email is important because of the time saved that is spent reading & processing email, but is there more?

When we multi-task (a misnomer?), we have a 'mental setup' or a changeover, but also a change to the learning curve. Productivity suffers when we have to change tasks frequently and reduction of email also provides savings here as well.

Although applications and time-sensitivity to perform the task at hand varies, we've seen many additional measures (beyond email reduction) to improve these losses in productivity. One example is setting email send/receive every (45) minutes to control these learning curves. The duration between send/receive can vary based on a) customer sensitivity, b) the general task times that are involved, and c) the general consensus of the team.

Lead Time Is Lengthened by Learning Curve When Changing Task



### Financial Justification for Kaizen:

One of the *most* common questions that we get is – sounds great, but how does this correlate to hard financial savings? How do I justify having this Kaizen event conducted? What do I tell my boss?

In manufacturing it's significantly easier to find financial savings. Transportation, warehouse & handling fees, raw materials, WIP, finished goods, over time hours, scrap, etc. There are parts, equipment plus personnel to consider and the options are considerably larger.

In transactional environments where equipment & materials (parts) are dramatically less, we simply focus on productivity savings from the actual team (employees).

While there is a considerable change management dynamics involved, generally telling a team up front (prior to the Kaizen) that we want to a) analyze the process w/ data, b) remove work (make the job easier, faster, and with less steps), and then c) reassign a number of employees to another process that generally things work out well.

We don't support 'firing' policies – it's the intellect of the team that allows us to see the opportunities. If companies take this route – 'your first change will be your last.'

Contact us for more information on how we can guide you through this delicate process.

