

# Communications Plan

Organization:	Eden Mental Health Centre
Facility:	Maintenance
Project:	Better Flow

Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
1	What is Lean?	Lean is taking a process and identifying and eliminating waste, inefficiencies and errors through a simpler and more efficient way in our day-to-day work. It helps improve safety, quality, costs and service delivery to our customers.
2	What is Yellow Belt?	Yellow belt is a specific level of education within Lean/Six Sigma. As yellow belts, we are facilitators in the training and implementation of our respective lean projects. Levels go from white belt, yellow belt, green belt, black belt and master black belt.
3	What is your project?	We are looking to simplify and organize our plumbing department by eliminating waste, inefficiencies and errors through our plumbing storage area.
4	What are you going to accomplish?	We are looking to have an organized cart to create a better flow and access to parts so that we can deliver a more prompt and efficient way to repair issues for the customer.
5	Why are you doing this?	To identify what are the wastes, reduce clutter, and implement a standardized system to improve inventory accuracy, create a better visual, error proof and standardize the work.
6	Who does this benefit?	Staff, patients, and organization as a whole.

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Questions and Answers		
	What questions do you think staff are going to ask?	Craft your response to those questions
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11		
12		



# Communications Plan

Region/Agency:	Southern Region
Facility:	Eden Mental Health Centre
Project:	Better Flow

Who do we need to communicate our message to?	✓	How will we communicate this message?	Completion Date	Person Responsible
Staff		Email		
		Phone Call		
	✓	Meeting	January 2, 2020	Brian
	✓	Memo	December 24, 2019	Niko, Dave
	✓	Story Board	January 20, 2020	Niko, Kim, Dave
	✓	Communication Board	January 20, 2020	Ed Strecker
Board Members	✓	Email		Kym Kaufmann
		Phone Call		
	✓	Meeting		Kym Kaufmann
	✓	Memo	December 24, 2019	Dave Condo
		Story Board		
CEO/Kym Kaufmann		Email		
		Phone Call		
	✓	Meeting	February 10, 2020	Dave, Niko
		Memo		
		Story Board		
	✓	Gemba Walk	November 27, 2019	Dave, Niko
		Email		
		Phone Call		
		Meeting		
		Memo		
		Story Board		
		Email		
		Phone Call		
		Meeting		
		Memo		
		Story Board		