

[Southern Health-Santé Sud]

C-LEAN Project Report Out

[November 2016]

Team Members

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Executive Sponsor

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Define

La Broquerie Regional Office

- Has staff from multiple program/service areas
- The Regional Office includes:
 - 31 active work stations (divided in 4 main sections, HR, Communications, Finance, Administrative and Miscellaneous)
 - one main common office supply area
 - a board room
 - a small meeting room
 - 2 staff kitchen areas
 - a limited amount of storage space

A building staff meeting in the spring of 2016 identified a need for office “de-cluttering” and organization. It was also noted that one of the storage areas was not in compliance with fire regulations.

A team was established to facilitate a 5S Lean Project.

5S

SORT

SET IN ORDER

SHINE

STANDARDIZE

SUSTAIN

Define

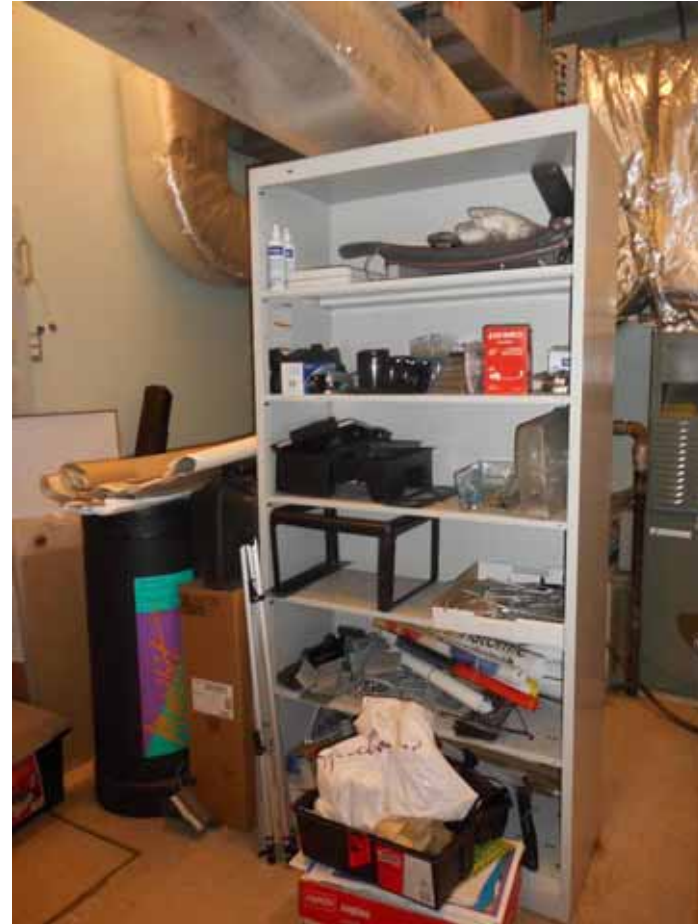
At the La Broquerie Regional Office there are both excess supplies and equipment that are not needed and some supplies that are needed are out of stock or not readily available. The supplies/equipment are not consistently located or in working order. This leads to frustration of staff, wasted time, crowded disorganized storage spaces and a cluttered work environment.

Pre-project pictures

Define- Small meeting room



Define- Small storage room



Define- Supply Room



Measure

- Measured how often supplies were accessed
- Looked for common supplies that were out of stock or could not be located
- Looked for supplies that were not functioning properly
- Amount of paper used (to help determine stock needed)
- The replacement \$ amount for excess supplies removed from work stations

Improve

- ❑ *Created a roving cart with labelled category boxes for excess supplies in work stations. Used during the month of July*
 - *16 staff participated in work station clean out or 51% of total work stations*
 - *Tim Horton's gift card given to 3 participants (random draw)*

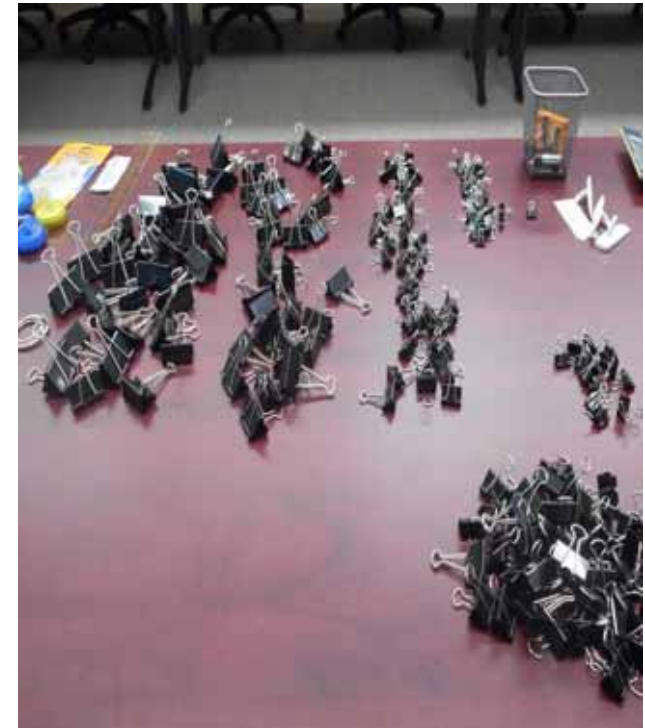
- ❑ *C-LEAN team gathered and inventoried supplies from:*
 - ❑ *Work stations (excess)*
 - ❑ *Office supply room*
 - ❑ *Adjacent storage room*
 - ❑ *Small meeting room*

Mid Project Pictures



Excess from work stations

Mid-Project Pictures



Excess from work stations

Mid-Project Pictures



Some of the excess from storage room, small meeting room and supply room.

Mid-Project Pictures



Some of the excess from storage room, small meeting room and supply room.

Improve

- Worked through the 5's*
- Excess supplies were put in red-tag area. Staff were given a chance to take needed supplies to their work stations.*
- Emails were sent throughout the region to see if supplies were needed in other offices*
- Finally staff were allowed to “purchase” by donation left over items*
- Excess items donated to MCC in Steinbach*
- Created standard work for stocking empty work stations*

Improve – Meeting Room



Improve – Storage room





Improve – Supply room



Improve – Supply room



**Visual
representation**

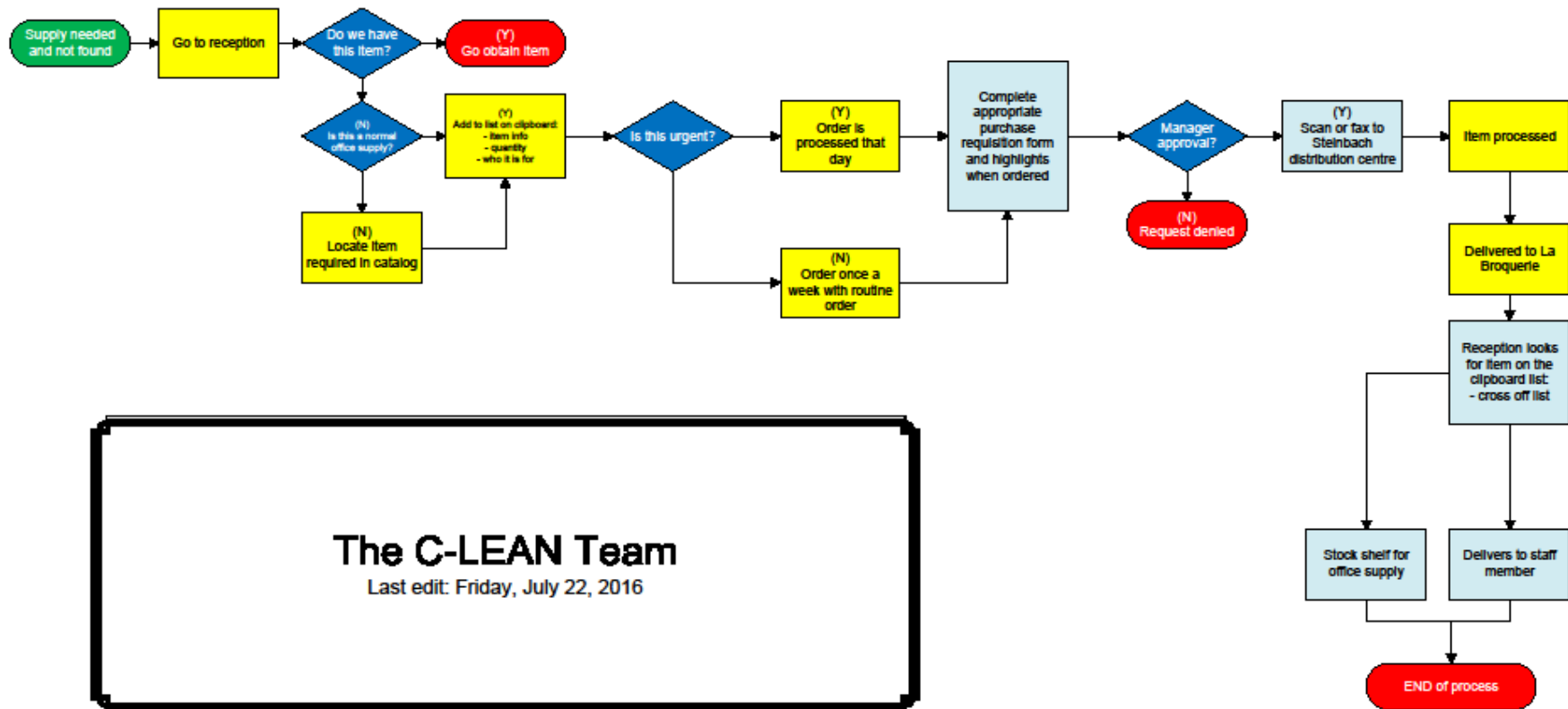


*If you move it...
we will know!*

Improve – Supply room



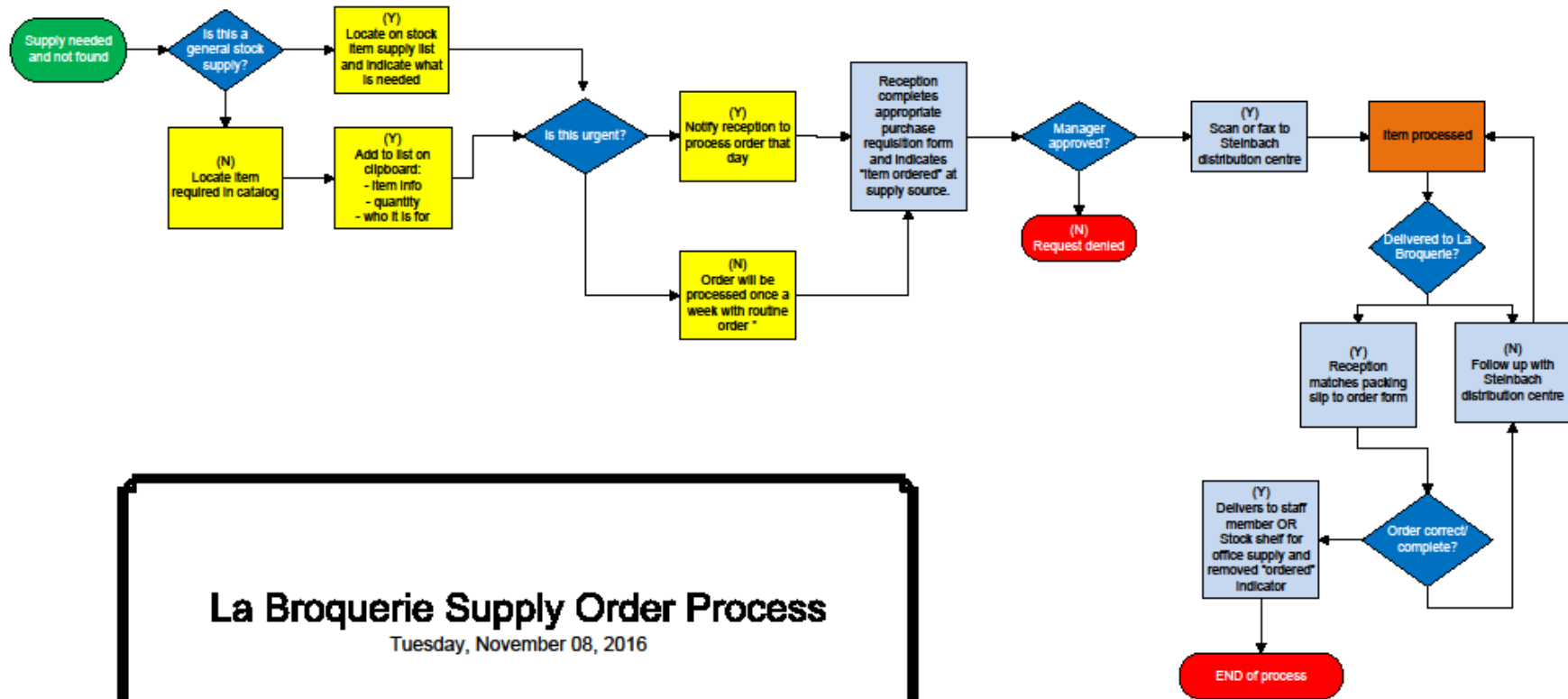
Define- Ordering Process



The C-LEAN Team

Last edit: Friday, July 22, 2016

Improve



La Broquerie Supply Order Process
Tuesday, November 08, 2016

* Excess supplies may be requested on site as appropriate.

Control

- ❑ *5S audit*
- ❑ *Bi-annual office clean out*
- ❑ *Kanban system*



Measure: Outcome


- **BEFORE:** Checklist measurement sheet as project launched didn't provide much information (what was sought, how often supply room used)

AFTER:

\$9,404.28
(from workstations)

\$2,965.68
(red tagged)

12/5/2016

Did you know: Our office averages 796 pages per day on all printers, including print/scan/fax? 

Staff feedback

- **I can't believe that we actually have space to spare**
- **Wow, it sure looks different around here**
- **Thanks for all the C-Learn work, I love our space!**
- **It feels great to work in this office**
- **Perfect! The organization/de-clutter is amazing!**

Lessons Learned

- **5S is a powerful tool but requires focused work.**
- **Keep the “scope” of your project small (don’t bite off too much at once!!)**
- **On the days when you concentrate on “shine and set in order” make sure you have enough help with time dedicated to that task.**
- **You need to follow a process/check list to reach your goal and that although at first it seemed overwhelming once we started, with team work and taking one step at a time, we achieved our goal.**

Next Steps

Suggest 5S in the following areas:

- Communications
- HR
- Finance
- Boardroom/staff kitchen

Identify leads for each area and plan to complete within 6 months.



To the C-LEAN Team and the entire office staff for their participation and support in this project.



12/5/2016