



Continuous Improvement

Weekly Successes 3.27.09



Way To Go...Green!

Congratulations to the Human Resources Department! Using the CI process, they came up with an improvement that will benefit their department. The improvement idea was to turn their confirmation letters stating promotions, status changes, etc. to electronic form. With the help of the Marketing department, HR now has electronic letterhead

that allows the HR department to send the letters electronically instead of by mail. The department's ultimate goal is to have electronic employee files. This Improvement saved our company money by reducing paper usage and postage, sped up our confirmation letter process, streamlined our filing cabinets and supported Liberty's "Going Green" initiative by saving paper. Going Green fits with the CI mentality and eliminates waste. Liberty family, think about what paper reports, forms or letters that may be transmitted electronically to save paper, money, and time.



Why? Why? Why? Why? Why?

The 5 Why method helps drill down to the root cause of an issue. This is a useful tool when considering a CI idea or process improvement. Have you ever seen a 3 or 4 year old obsessively ask, "Why? Why? Why? Why? Why? Why? Why? Why? Why? Why?" Kind of cute or maybe annoying, right? Adults tend to not ask "Why" enough. Maybe the 3 year old method of asking "Why?" 10 times is too much, but 4 or 5 times could be appropriate when asked correctly. Luckily, adults, as opposed to children, can string those questions together in a meaningful (non- annoying) way that can drive an issue to the root cause. So, use your professional conversational and reasoning skills to ask, "Why? Why? Why? Why? Why?" and get to the root cause of an issue. Never assume you are handling the problem in the right way or following the right path until you question something from all angles and use the 5 Why's method to drill down to the root cause.

Quote of the Week

If you need a new process and don't install it, you pay for it without knowing it. ~Ken Stork

