

TITLE: LEAN Facilitator

QUALIFICATIONS:

1. **Communicative** – others feel comfortable to share ideas and calmly discuss controversial issues.
2. **Unbiased** – able to facilitate a team while withholding personal opinions and ideas as the solution.
3. **Respectful**– guide the team to a solution and respect its decisions.
4. **Systems Thinker** – understand the “big picture” and how processes fit together without acting as the expert. Ask questions to ensure that critical issues are considered by the team.
5. **Flexible** – has the ability to adapt to the needs of the group quickly.
6. **Intuitive** – foresee possible scenarios that might occur in the team.
7. **Patient** – allow the team to evolve and derive the solution.
8. **Persistent** – keep the team and leadership champions on target with the project.
9. **Organized** – document action; maintain documents that are easily accessible after project completion.
10. **Collaborative** – work well with individuals across functional areas and divisions and at all levels of hierarchy.
11. **Available** – have a flexible schedule to conduct Lean events.
12. **Knowledgeable** – have an understanding of the college.
13. **Accountable**- able to keep timelines and ensure outcomes are met

REPORTS TO: Leadership Team (Charter signatories)

FACILITATOR GOAL: Engage LEAN team in describing the current state of the process, then in creating a future state of the process.

LEAN EVENT TASKS:

1. Work with charter signatories to develop LEAN charter (scoping the project)
2. Ensure team members know schedule
 - a. Ensure management sends the notices
 - b. Schedule 2-5 days, preferably consecutive days and at least 4 hour blocks of time.
 - c. Number of days is dependent on scope of the project
3. Educate team on LEAN terms and principles
4. Facilitate creation of Current and Future State Value Stream Maps and gather baseline metrics on the process
5. Facilitate the development of timelines:
 - a. Identify metrics to be measured and the schedule of collection
 - b. Define Action Plan (Kaizens)
 - c. Determine Kaizen Champions
6. Follow up with Leadership Team one week after the team’s presentation to management
7. Monitor (2-12 months) implementation through:
 - a. Schedule progress meetings and/or conference calls
 - b. Lead Kaizens as needed; find other facilitators to assist as needed
 - c. Assist with metrics as needed
 - d. Update LEAN report on EvCC website