

Christopher Thompson 10/12/2009

Title/Theme: Right People on the Desired Lean Summit Session

**Background:**

Internet Summit Session: 1, 2, 3, 4, 5, 6, 7, 8

Hotel Constraint: Big Room, Small Room, B R, S R, S R, S R, B R, S R

One Week Before Event: CREDENTIALS, PRINT, A-B, C-D

Last week & On the Summit: REGISTRATION, STAFF, IMPROVISE, ORGANIZATION EVALUATION 4.5/5

**Current Condition:**

Lean Summit 2008: 10% Change, Long Time to Change, REGISTRATION, STAFF, IMPROVISE, ORGANIZATION EVALUATION 4.5/5, Sleep 4h, High Stress

**Goals:**

Customer: Satisfied Evaluation Organization 4.8/5

Staff: LOW stress, Sleep 8h

**Analysis:**

Customer Unsatisfied with Organization

- Hard time to change session
- Couldn't change session
- Long Queue Long Time
- Staff don't want to change
- Long solution cycle time
- Standard is no changes
- It is complicated to change
- Each change is treated & different way. Improvise. (I)
- Not enough staff to solve issues. (II)
- Staff doesn't know how much space left in rooms. (IV)
- A new credential has to be printed manually. (V)

Cause	Countermeasure	Description	EFF	FES	IMP	Cost/Benefit	Eval
I Each change is treated a different way. Improvise.	Standardize how changes will be done.	The flow of the activities for a change must be determined.	H	H	L	○	●
II Not enough staff to solve issues	Position the correct number of staff to registration	Through the standards defined and the statistics from the last summit, it's possible to distribute the staff	H	H	L	\$	○
III Standard is no changes	Define a standard for changes and Publish it	Having a clear way for people to solve their issues, reduces negative impressions	M	H	L	○	○
IV Staff doesn't know how much space left in room	Create a Kanban for each space in the room.	Through the use of Kanban it'll be possible to know exactly how many spaces are free at any moment	M	M	M	\$	△
V A new credential has to be printed manually	Small, dedicated printers used commercially for credentials. In each registration stand/totem.	The customer will have access to a totem with a printer to change the session.	H	M	M	\$\$	△