

# Lean Talks: Karen Gaudet

**Lean Summit**

Houston | March 27 – 28, 2019



# The Sunday Night Barista

....a leaders tale.



“To Inspire and Nurture the Human Spirit

One Person

One Cup

One Community

at a Time”



“A Savory Sausage Patty Fluffy Eggs , Aged Cheddar Cheese,  
Served Perfectly Toasted on a Thomas English Muffin

An Iconic Breakfast Sandwich  
Reminds You Why You Love breakfast “



TARGET  
\$6,494,280



Revenue Gap  
\$2,182,700  
Profit Gap  
\$938,561



ACTUAL  
\$4,311,580













































































# ALL PARTNERS SOLVE PROBLEMS

Involving your partners in problem solving focuses different perspectives and knowledge towards continuous improvement. Problem solving with your partners elevates engagement.









PROFIT AND LOSS STATEMENTS

CASH FLOW

UNITS SOLD DAILY

RETURN ON INVESTMENT

INTERNAL RATE OF RETURN

MEETINGS

CALLS

MORE MEETINGS

FOOD VARIANCE

CUSTOMER SATISFACTION

CUSTOMER DISSATISFACTION



HIGH SALES GROWTH YEAR  
OVER YEAR

DECLINING SALES YEAR OVER  
YEAR

INCREASING TURNOVER

REDUCED TURNOVER

DIFFICULTY TO SOURCE GOOD  
TALENT

BUSINESS REVIEWS

BOARD MEETINGS

TALENT DEVELOPMENT  
MEETINGS

OPERATIONS MEETINGS

LEADERSHIP DEVELOPMENT  
MEETINGS

MONTH END

QUARTER END

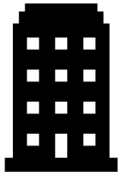
FISCAL YEAR END

ANALYST

ANNUAL SHAREHOLDERS



.....WHERE VALUE CREATING WORK TOUCHES  
YOUR CUSTOMER



LEADER LED  
TRANSFORMATION

FRONT LINE



Understand

Step onto your front line and lead.

Lead by  
improving how the work is done.



“To Inspire and nurture the human spirit one person, one cup , one community at a time”



# Lean Summit

Houston | March 27 – 28, 2019



**Next Gen Learning and  
the Challenge of Sustainability**