

Improve the Work,
Develop the People

Lean Transformation
Summit 2014
March 5 & 6, 2014 | Orlando, FL



THE BUILDING BLOCKS FOR CONTINUOUS INNOVATION

Lean Enterprise Institute

A More Effective Food Bank

Presenter: Margarete Purvis, President and CEO Food Bank For New York City



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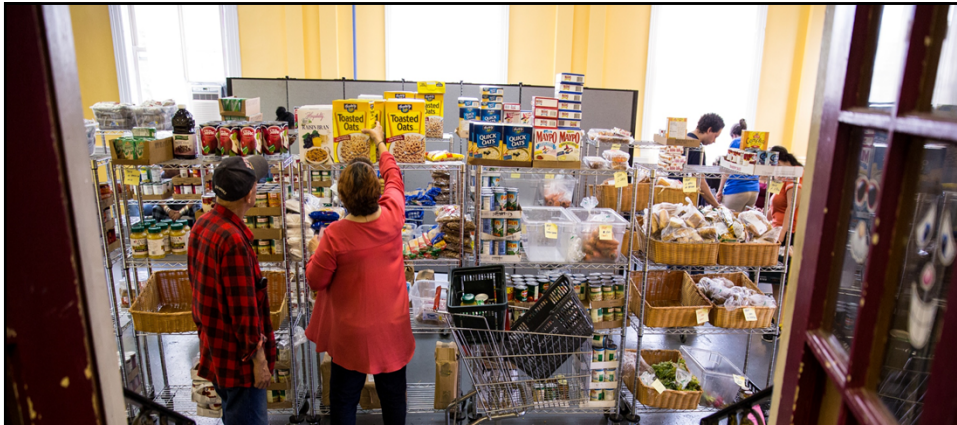
- 1 mission, Served 1000 ways
- 18- 31 Tractor Trailors on NYC streets
- Deliveries made to organizations of varying CAPACITIES (facility/resource)
- Mixed Goods: Shelf stable/frozen/fresh



Serving a City

- Not your neighborhood "food bank"
- Serve Charities to Serve People (1.5 million)
- Innovation in Action: Food Distribution and Beyond





Our Gemba. Our Network.

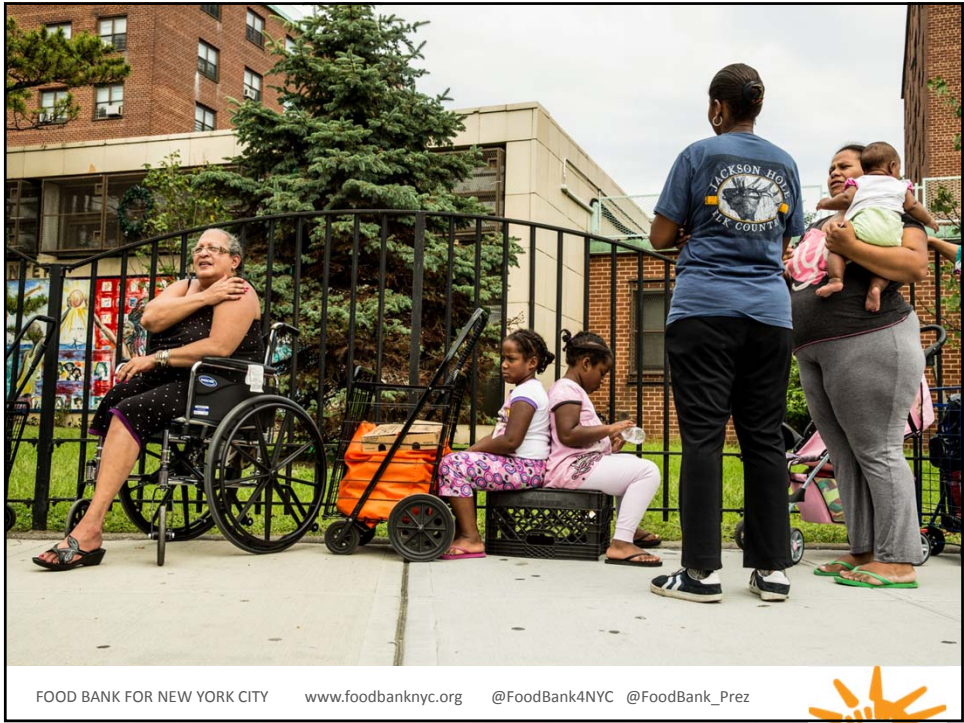
- Food pantries, soup kitchens, schools, mobile pantries, shelters, and large multi-service organizations
- Most operated by volunteers and have limited resources
- Harlem “Gemba” → Best opp to seed and Scale Solutions

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Partnership with TSSC

- Attack “the Line”
- Use Best of Corporate to CREATE Best of Service
- Benefit from Power of Image “Meals Per Hour” & Examples in Use
- Marry Partnership’s “Story” with Mission

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The Challenge & Opportunity of Kaizen

- The word “Kaizen” vs. The World of Fishes and Loaves
- Matchmaking the LOVE STORY—Who’s Important?
- The Heart and the Head
- Messaging

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A More Effective Response

Kaizen at Food Bank For New York City

Goal: Build a Culture of Improvement
Inspiration: Toyoda’s Love

- Documented improvements at our Warehouse, Kitchen, Operations
- Management Training and Kaizen Team of 30 staff members

Kaizen for Our Members

Goal: Expand throughout Citywide network...document improvements

- Faster, more effective site visits
- Better logistics and delivery flow
- Culturally inclusive language and adaptability

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2011-2012

- Kaizen at our Community Kitchen in Harlem and at member agencies in all 5 boroughs
- Food Bank staff training
- November 2012: Hurricane Sandy

2013

- Conference on Hunger and Poverty
- Hurricane Sandy relief and ongoing recovery
- Citibank Training
- Visit from First Lady of Japan (Akie Abe)

2014

- Strategic Plan
- Can Do Awards Honoree
- Kaizen at Warehouse and Kaizen Campaign 2014
- Upcoming Service by Japan's Ambassador

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Breakout Sessions

- Impactful Improvements
 - Harlem & Staten Island
 - Hurricane Sandy & Coney Island
 - Meals Per Hour
- Panel Q & A

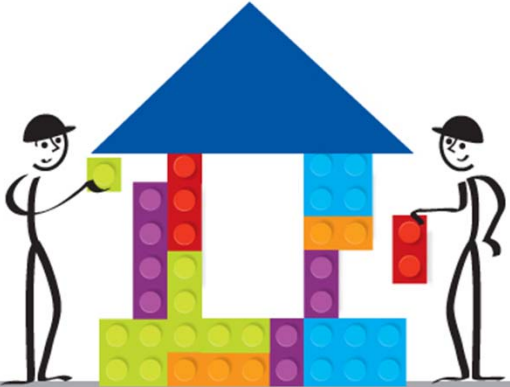
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