

1

UNDERSTAND THE DIRECTION



- What does it look like to provide a perfect service experience?
- Safety and Quality first in Delivering an on time service experience

2

GO AND SEE



- Go and See, watch and listen to the service area.
- Are Best Practices being executed?
- What is Frustrating People?

3

UNDERSTAND AND ESTABLISH TARGET



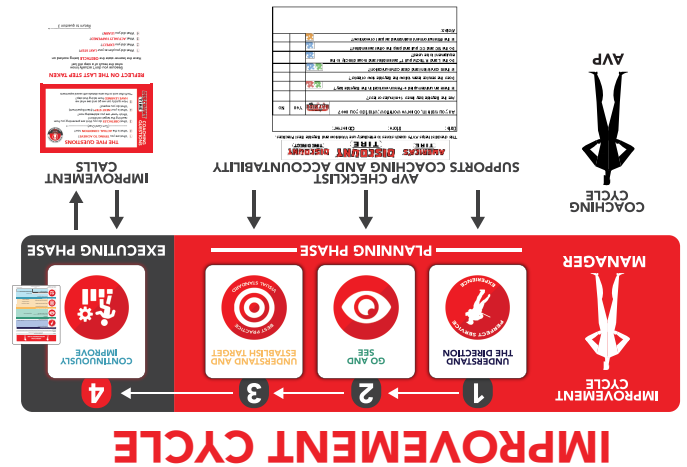
- Are Best Practices being executed? Where are the gaps?
- What action can drive improved execution?
- What Best Practices will be used?

4

CONTINUOUSLY IMPROVE



- Working with your team to commit to an action will drive improvement
- Use the improvement worksheet as a tool to organize efforts and learnings.



- Use coaching questions to ensure improvement owner found the root cause for the opportunity
- Use tools to support go and see and the improvement cycle (flow of tasks, movement worksheet.)
- Track learnings from each improvement cycle on the improvement cycle tracker
- Ask open-ended questions to learn what your team is seeing

COACHING CYCLE

- REFLECT ON THE LAST STEP TAKEN**
- Because you don't actually know what the result of a step will be!
- Have the learner state the **OBSTACLE** being worked on
- ① What did you plan as your **LAST STEP**?
 - ② What did you **EXPECT**?
 - ③ What **ACTUALLY HAPPENED**?
 - ④ What did you **LEARN**?
- Return to question 3

- DISCOUNT COACHING QUESTIONS**
- *You'll often work on the same obstacle with several experiments
- ① What are you **TRYING TO ACHIEVE**?
 - ② What is the **ACTUAL CONDITION** now?
 - ③ What **OBSTACLES** do you think are preventing you from reaching the target condition?
 - ④ Which *one* are you addressing now?
 - ⑤ What is your **NEXT STEP**? (Next Experiment)
 - ⑥ How quickly can we go and see what we **HAVE LEARNED** from taking that step?
- *(Turn Card Over)
- ⑦ You'll often work on the same obstacle with several experiments

