



**Manufacturers Alliance**

Sharing Education & Resources Peer to Peer

# EDUCATIONAL SEMINAR



# Utilizing Flow to Identify Waste

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Continuous Improvement Engineer

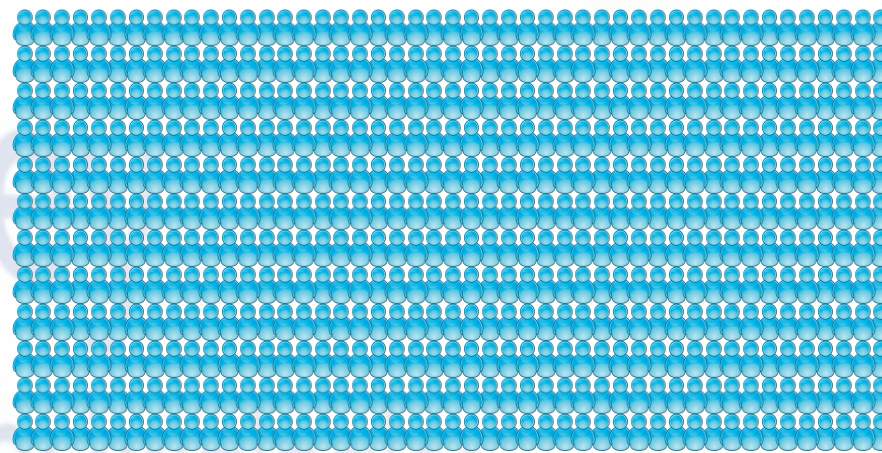


# About Starkey

## *What we make*



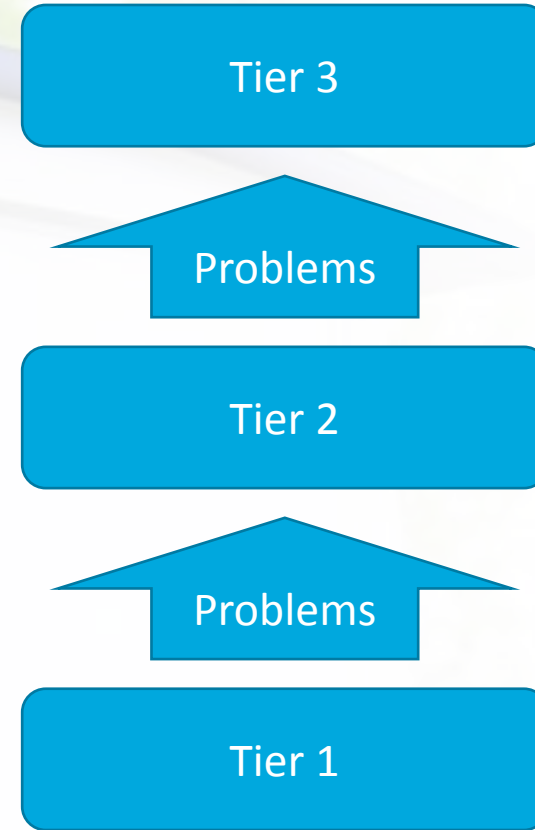
***24 facilities & 100+ worldwide markets***



***5,000+ Employees***

# What is Lean?

***People Solving  
Problems as close to  
the work as possible***



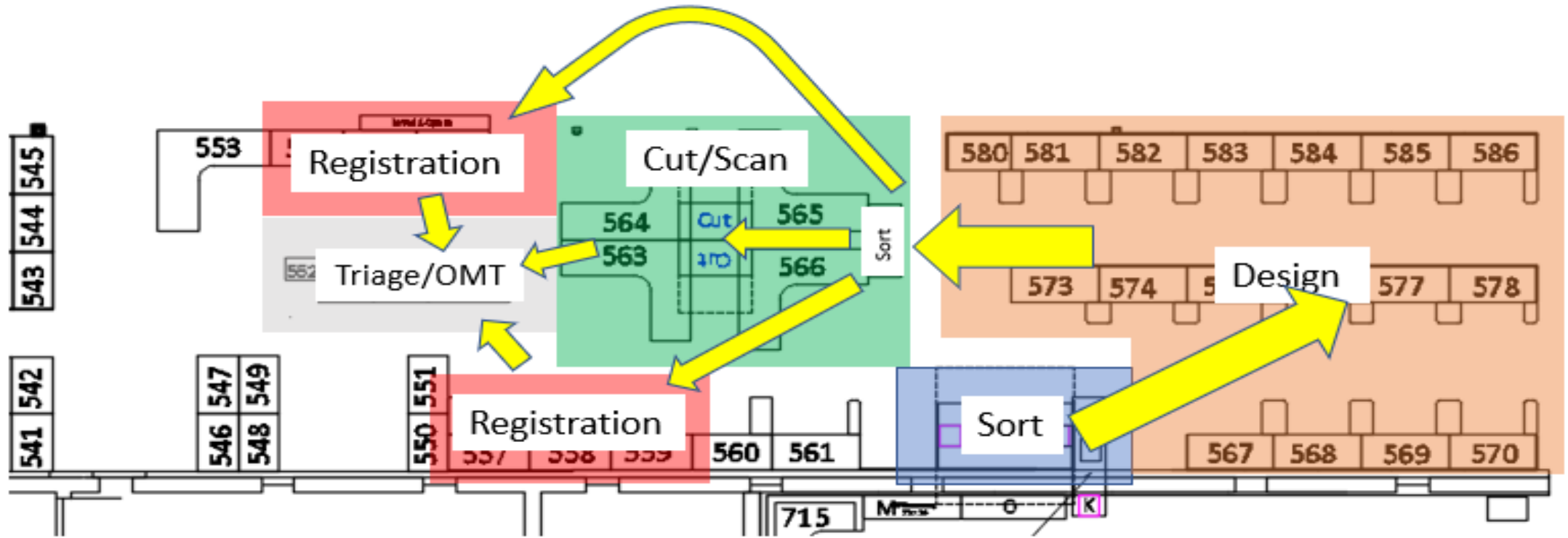
Starkey  
Hearing Technologies

# What is Lean?

*Here is what usually happens*

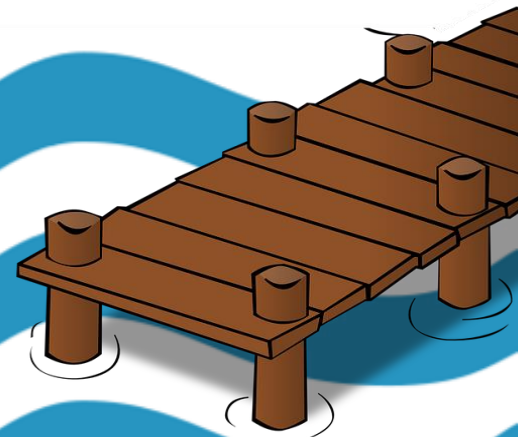


# Order Entry



Hearing Technologies

# Order Entry



Hearing Technologies

# Steps of Problem Solving

**Awareness**

**“Hey Something is Not Right!!”**

**Root Cause**

**“This here is the problem!”**

**Experiment**

**“Lets try this.”**

**Evaluate**

**“Did it work?”**

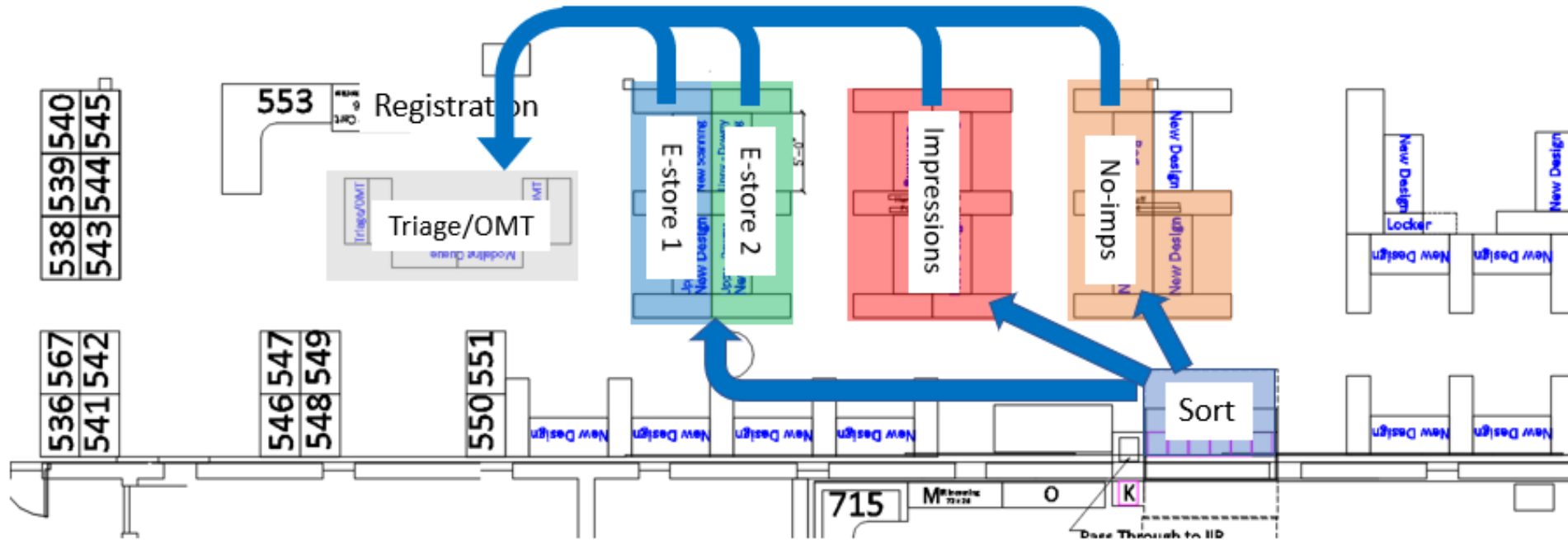
**... And understand if you really made the process better!!**

**So the point of Lean is to become aware of your problems...**



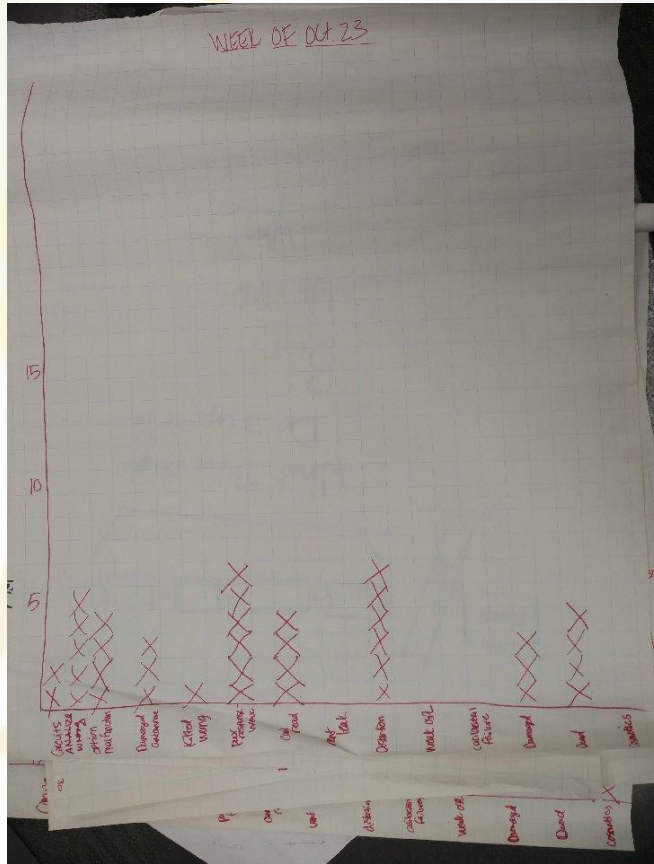
# Order Entry

## Future State



# Giving them a Voice

“Am I keeping up?”  
“Is my quality good?”



Tier 3



Tier 2



Tier 1



# Results

Redeploy 3 Team Members to  
other areas

25% Labor Reduction in the  
Department (Min/Unit)

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## Awareness

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## Evaluate

**“Did it work?”**

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*Thank you for joining us!*