

Leading with Lean

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Newsletter - April-May 2016

"Please feel free to forward this newsletter"

After completing Lean Leadership Training for 32 people from the level of Group Leader through to Vice President in India at the end of March, April was a busy period. However, it was also very exciting as we passed milestones in our Lean Transformations and I also had the opportunity to attend our BPO (Business Process Outsourcing) Partner's Annual Innovation Conference, named the '[Infosys Confluence](#)', where the theme of 'Zero Distance' resonated with the principles of Lean Thinking.

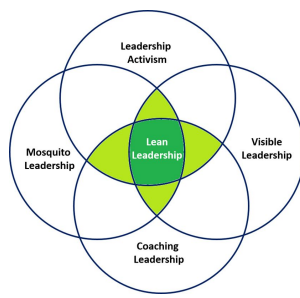
There was a lot of discussion at Confluence around Automation and Transformation and therefore that is the theme of this 'Double Month' newsletter, with articles on the subject of 'Autonomation', The 'Intelligent No' and Focussing on the 'Why' of the initiative rather than the activity. I've also included a guest blog about the importance of taking time to think.

Hopefully you'll find this packed edition of interest!

[The Intelligent No](#)



- YES
- NO
- MAYBE



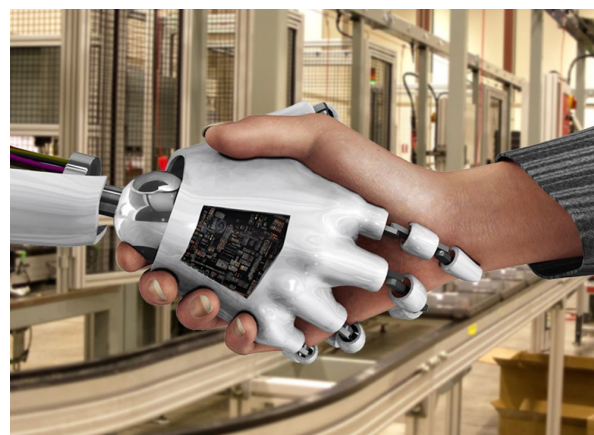
Saying no is difficult for most people, with them either not doing or doing so in a manner that seems obstructive. In this article I've investigated how saying no intelligently can be a driver of performance.

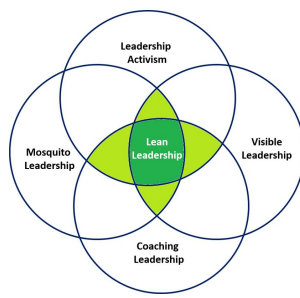
[When you're in a \(Lean\) Hole, stop digging](#)



If you don't know why you're doing what you've been asked to do, it won't go well! In this article I've challenged the all too common approach of Lean Experts to do what they're asked to do rather than understanding what the deliverables are.

[Automation](#)



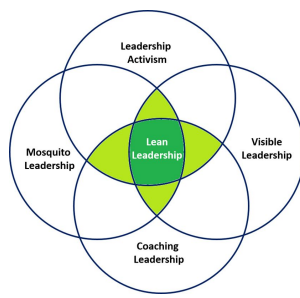


Automation can be a scary concept for many workers, as many of the media reports predict mass losses of jobs as a result. However, the rush to automate doesn't have to result in this. Automaton is the art of putting Humans and Robots together. [Read on...](#)

Quote of the Month



Whilst I'm not sure who to attribute this to, it is a classic saying and very relevant in Operational Excellence and Lean Thinking. Most people and most decisions and actions are done with good intent, it's simply that the thinking was wrong. Lean Thinking is a lot to do with aligning good intentions with the right approach to problem solving.



Pick of the Month Blog

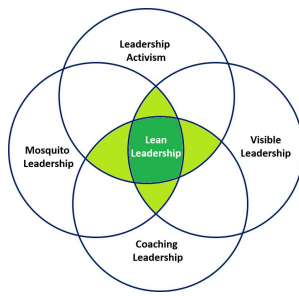
[Why you should have at least one hour thinking time every day](#)



This is an interesting article on LinkedIn by Andreas von der Heydt of Amazon, whereby he never mentions Lean or Hansei but his article is very much in that spirit. Definitely one to read and reflect upon during your thinking time!



If you want advice on which Lean Thinking book to buy, take a look at my [Book Reviews](#).



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