Lean is a mindset that helps a leadership team determine which processes can be eliminated and which need to be improved.

What people aren’t already doing in their heads, Griggs explains, is documenting their improvement. It’s probably not critical for you to know you get ten more minutes of work done on a day when you know exactly where your coffee mug is. It is critical for you to understand how many additional trusses are assembled when truss plates are easily accessible. It’s critical to know how many designs are finalized in a week when design staff don’t have to spend time searching for the right files on the server.

“I don’t want anyone to be scared of Lean Six Sigma,” Griggs said. Lean is simply a mindset that helps a leadership team determine which processes can be eliminated and which need to be improved. Six Sigma is just a way to measure processes so managers can track changes and evaluate whether they improve efficiency. Griggs sums up the value equation of Lean Six Sigma this way: “Speed,” which you get from an efficient, lean-optimized process, “plus accuracy,” which you get from a standardized, Six Sigma-optimized process “equals better delivery, better quality, satisfied employees, satisfied customers, and a pile of money.” 

**SBC**

\[
\text{speed} + \text{accuracy} = \text{BETTER DELIVERY, BETTER QUALITY, SATISFIED CUSTOMERS & EMPLOYEES} + (\text{a pile of money})
\]

**CASE STUDY:**
**Lean at Louws Truss**

Production staff had a terrible time finding brooms. There was never one around when needed. When the company made an effort to set things in order, dozens of brooms were discovered in a supply closet. The change was simple: put the garbage cans on wheels so they could be moved to each station and attach the broom.

**Productivity went up.**

Printing-related costs were constant: paper, toner, time lost to restocking. The trickle of expenses was stopped with a one-time outlay for going paperless. “This is a really cost-effective investment for anybody,” Louws argues. Today, projectors on the production floor minimize the need for printing.

**Costs went down.**