

5-1-2012

Bend the Curve CIP-News - May, 2012

Bend the Curve Continuous Improvement Practitioners

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Bend the Curve Continuous Improvement Practitioners, "Bend the Curve CIP-News - May, 2012" (2012). *MDOL Bend the Curve Archive*. Paper 46.

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May 2012

Volume 7, Issue 5

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Special points of interest:

- Next Clinicals
 - June 15
 - July 20
- Check out the Lean Tips !



December 21, 2012



December 21, 2012 is the date that the Mayans predicted the world will end.

It's not the first time the end of the world has been predicted.

It seems the end is always looming around a corner. I've been thinking about it lately, too, but for different reasons.

The last great End prediction was Y2K. Do you remember that one?

I do.

We spent a lot of money and time hoping to avert a total catastrophe as the world entered into the 21st century.

And here we are, still.

So much for predicting the future — it is a fool's game.

As humans we simplify the complexity of the world to the point where we actually believe we know what tomorrow will bring.

Day-to-day life provides the illusion which fosters a delusion of knowing what tomorrow brings.

Despite what we may say to the contrary, we work and hope and pray

— *Walter E. Lowell*

that tomorrow will be pretty much the same as today.

And such are the walls of life and work built.

Work, if nothing, must have a routine, and the practice and improvement of the routine is a good deal of what we as CI-Ps do.

However, life does grant us a small modicum of certainty without which we would not have evolved to be *Homo Amplexus* — Man the Improver.

As it is, some portion of the chaos that is life on planet earth is predictable.

In fact, a colleague of mine sets the limits at 72% certainty and 28% uncertainty — but that's material for another column.

The essence of our work as CI-Ps is scientific.

It is a mindset that uses theory and data to continuously probe and test all that goes on outside our skins — and inside as well.

Science seeks one thing, invariant relationships between and among things.

— *cont'd on p. 3*



➤ Both *continuous* and *continual* are adjectives which describe duration and its nature.

★ **Continuous** indicates duration without interruption, without breaks in time or space.

Examples:

- Achieving a true Lean culture requires continuous Lean thinking, creating an individual and organizational Lean mindset.
- It was agreed that the continuous customer complaints indicated a basic underlying system problem rather than any special cause(s).

★ **Continual** indicates duration that continues over a period of time, but with intervals of interruption, with breaks in between.

Examples:

- The continual efforts of changing administrations to cut the budget have resulted in short-term service planning and thinking.
- Bend the Curve provides continual training for the CI-Ps.

The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.

— Bill Gates

Its history came down to us as individuals began noticing that some things always appear to happen in conjunction with other things. This was and is an act of observing something that no one had seen before, despite the fact that what was newly observed was always present to be seen.

Think about it.

Which points to a dilemma: If something is too new or unfamiliar, we need help in seeing it. Sometimes a lot of help.

Those discovering new ideas require considerable courage because the discovery of something new always challenges the old order of things.

The purpose of education is, of course, to enable us to see the current state (i.e. the world we currently know, understand, and live in) so we do not have to re-discover it for ourselves again.

Embedded in the current state is the future. It is the link between what we know now and what is possible — and it is not easy to see. If it were, CI-Ps would be out of business. All but a few would need to be guided to it.

Hence, the importance of great teachers — and CI-Ps — because they enable us to see something new and in so doing change our lives.

The drawing on the right is a picture created by the young son of a good friend. It demonstrates both the challenge of creating something new from the old (letters) and the challenge of seeing it.

It takes a special mind to do both.



— Michael Tan

I dare say my dear friend's son is on a path to make a contribution to the world of new ideas (*BTW: He won an award for his art*).

All the progress — improvements — humanity makes in the material world is in discovering and seeing the order that exists in an apparently chaotic world.

I recently purchased a smart phone. It is a marvelous device. It could be classed as an invention of wizards, but it is a product of science.

I discover daily that it is much more than a phone. It contains programs technically called 'Apps', an abbreviated name for the computer application programs that run on the phone. These 'Apps' make your phone smart and are designed to do specific tasks of your choosing. There are hundreds of them.

— cont'd on p. 4

It occurs to me that Lean and its various improvement tools and methods can be thought of as 'Apps' as well. We pull these 'Apps' out as intelligent tools to assist us in the tasks of improving our world.

On another scale, science as well can be considered an 'App' and part of an array of 'Apps' that drive human progress forward. Tools to conquer chaos if you will, and who can predict what happens next ?

Years ago, Pierre Teilhard de Chardin proposed in his book, The Phenomenon of Man, the concept of the Noosphere. Teilhard proposed that the Noosphere emerges through and is constituted by the interaction of human minds.

The Noosphere develops in step with the organization of human knowledge as it grows and extends across the population of the Earth. As Mankind organizes itself in every more complex social networks, the Noosphere grows in awareness and complexity. In a sense, the Earth becomes aware of itself.

It was a remarkable idea and one that seemed strange for its day.

At the time of Teilhard's writing, the technology we take for granted such as smart phones, computers, the internet, and world-wide web were only things of science fiction. But, the Noosphere was always out there — we just had no way to see it or connect to it until now.

Perhaps it is our next step in human evolution that these new devices can

connect us at light speed not only to each other but to the vast array of human knowledge past and present accumulated over centuries.

Individuals seeking to continuously improve and understand our world have created a new world — a place of connection of relationships and shared knowledge.

It follows a progression through discovery and invention, continuously improving how we interact with the world.

The tools, principles, and methods we as CI-Pros deploy represent the foundation of this process. They are part and parcel of the road that led us to this place, and it depends on them for its continued growth and sustenance.

The prospect of the 'Noosphere' for us and humanity's future progress are stunning — and Lean and BTC are every bit a part of it. How else could the Los Angeles Police Department be aware of what we are doing in Augusta, Maine?

Yet, not everyone has seen it or is aware of its existence.

Who, then, could have predicted that we stand at such a threshold of awareness?

As long as we have the freedom to create and discover the abundance that exists in Nature — the world of apparent chaos, the tide of human progress will rise for the benefit of all.

December 21st, 2012 ? Indeed !

— **Walter**

Our tendency to keeping adding instead
of simplifying?

“ If it ain't broke, it doesn't have
enough features yet.”

— Multiple attributions.

Check this out !

The Strategic Management Maturity Model

Take note of Level Five:

[http://www.balancedscorecard.org/Portals/0/PDF/
BSCIstrategicManagementMaturityModel.pdf](http://www.balancedscorecard.org/Portals/0/PDF/BSCIstrategicManagementMaturityModel.pdf)

BTC Lean Schedule

Date	Time	Topic	Location	Contact
June 15	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
July 20	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Aug 9-10	8:00-5:00	2012 Lean Systems Summit	Portland, Holiday Inn on the Bay	WEL/JK/JR/MD/ASD
Aug 17	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Sept 21	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Oct 19	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Nov 16	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Dec 21	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Jan 18	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD
Feb 15	8:15-4:30	Clinical Supervision	2 Anthony Ave./ Pine Tree Rm.	WEL/JK/JR/MD

* To add or see more events or detail, go to the Bend the Curve Calendar in Outlook's Public Folders.



Department of Health and Human Services

Maine People Living
Safe, Healthy and Productive Lives

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The primary purpose of the *Bend the Curve* Team is to provide support, consultation, assistance, and leadership in continuous improvement approaches and activities for State staff, work teams, and leaders as they seek to continually improve their work culture, systems, processes, and environments – in order to meet the mission of Maine State government and the expectations of Maine citizens.

We're on the net !

<http://www.maine.gov/dhhs/btc>

**Bend
the Curve**

Continuous Improvement Practitioners: BTC Intervention Facilitation Status

DHHS		DOL		DAFS	
Kate D. Carnes	C	Joan A. Cook	I-LL	Dennis Corliss	O
Nancy Cronin	C-O	Merle A. Davis	L	Sam McKeeman	C-O
Theresa Dube	O	Eric Dibner	LCL		
Marcel Gagne	LCL	Timothy J. Griffin	L		
Julita Klavins	L	John L. Rioux	L		
Walter E. Lowell	L	Sheryl J. Smith	C-O		
Jerrold Melville	LCL			Sec. of State-BMV	
Kristopher Michaud	O			Scott Thompson	O
Ann O'Brien	L	Univ. of Maine			
Douglas Patrick	O	Kim Jenkins	O	DOT	
Terry Sandusky	L	Brynn Riley	O	Michael Burns	C-O
Bonnie Tracy	C-O	Ghassan Saleh	O		
				OPEGA, Legislature	
		DEP		Matthew K. Kruk	I-O
		Carmel A. Rubin	I-O		
Community — Private Sector *					
Rae-Ann Brann*	L	James Fussell*	I-LCL	Anne Rogerson*	I-LCL
Arthur S. Davis*	I-L	Kelly Grenier*	LL	Clough Toppan*	I-LCL
Ericka Deering*	O	Ted LaCrone*	O		
Nancy Desisto*	C-L	Henry B. McIntyre*	I-LCL		
Town of Durham, NH					
		David Kurz	C-O	Steve McCusker	C-O
		Michael Lynch	C-O	Todd Selig	C-O
* Community CI-P					
I - Inactive		C - "Champion for Lean" - not facilitating			
L - Lead (LL-Learning)		LCL - Learning Co-Lead		O - Learning Observer	

BTC Calendar

You can check the *Bend the Curve* Calendar in the State of Maine's Outlook Public Folders for continuous improvement meetings, Clinicals, trainings, and other events.