

MANDATORY Pre-Work for the Lean White Belt Workshop

In advance of the workshop, we need you to do the following:

- 1) Come prepared to think about **a process related to your work** during the workshop. A process is a set of steps you routinely do to complete a task or goal. No process is too big or too small - the usual set of steps you use to print a document is a process! Common processes in public service work include producing products, services, or knowledge work (e.g., approvals processes or briefings). Don't stress too much trying to think of a process if you can't right now- we promise we won't put you on the spot!
- 2) Watch the following two **videos** and think about the **reflection questions** for each video (this should take you under one hour of uninterrupted time). These learning resources are hosted on YouTube. If you can't access YouTube on your work computer, you have three options: 1) use a personal computer or mobile phone; 2) shut off your VPN on your computer to view them; 3) apply for a YouTube exemption from your manager.

a) The Fable of Complexity

<https://www.youtube.com/watch?v=TrhBPn-YZ54&feature=youtu.be> (9:56)

Reflection questions:

1. How did it feel watching the video?
2. What worked well with the approvals process?
3. What didn't work well with the approvals process improvements?
4. What would you do differently if you worked at the approvals process office?

b) One Piece Flow vs. Mass Production, Paper Airplane Simulation

https://www.youtube.com/watch?v=jPp_3-zfPaQ&t=356s (7:45)

Reflection questions:

1. Do you use batching in your work processes? Where?
2. What opportunities do you see to implement one-piece flow into your work processes?
3. The video mentions "wastes" (we will talk more about this in the workshop). Do you see any of these kinds of waste in your work processes?

- 3) Print or download our Lean White Belt [workbook](#). We will be using this workbook during the workshop. If you don't want to download or print, you can also do the

exercises on a scrap piece of paper if that's easier. Just have this document available to look at during the workshop.

Handouts Package

Please download our [handouts package](#) and [lean concepts placemat](#) which includes all of the key content from the workshop (definitions and formulas) and a resources list for further learning about lean.

Zoom Resources

If you're new to using Zoom and need instructions, please see these documents:

[So your class is moving to Zoom](#): 1 page resource guide

[Zoom basics](#): 16-page resource guide