



February 6, 2013

I write this having just attended the Design Forum in Berkeley, co-sponsored by LCI, P2SL and AIA. Congratulations to Glenn Ballard and Iris Tommelein of P2SL for having created an exceptional and well-attended program aging this year (and to Markku Allison who served ably as MC). The program was titled, "Maximizing and Measuring Value: Decision-making in Design." Although this brief space is inadequate to capture even a cursory summary of the presentations, I came away with many take-aways, a few of which I'd like to share.

Will Lichtig of The Boldt Company, and Bernita Beikmann of HKS presented an outstanding case study of how they have brought lean principles to the design process of a tower addition to Akron Children's Hospital. The goal here is to cut 22-25% of the total project cost while delivery high customer value. They addressed many challenges, including achieving periodic co-location of Big Room groups situated in two different areas of Akron, and designing Big Rooms with a view to providing the most productive working environment possible, including spaces that are adaptable, technology friendly, allow structured meetings as well as quiet/small group space.

Bill Whipple of HGA gave a great talk on Distributed Supplies in Healthcare, and insights on how designing based extensive study of the needs and work habits of nurses can have a huge positive impact on their ability to work efficiently and with reduced stress. He highlighted eight types of waste addressed in the approach: over-production, waiting, transportation, non-value processes, inventory, under-utilization of people, defects, and motion. In the latter category he showed a revealing video of two avatars representing nurses going about their duties and the stark comparison of the amount of before and after motion required on and off the floor to accomplish a shift's work. The reduced time and motion (and, by extension, stress) were dramatic.

The final session featured Todd Henderson, who spoke about measuring quality at Boulder Associates through the process of having all employees plan their ongoing activities in a visible way. Having a plan—whether good or bad—paves the way for reliability in performance. It has had the positive side benefit of producing enhanced quality of life as many employees found themselves increasing their productivity and working fewer weekend hours. Todd noted a number of opportunities for his company to further improve quality and performance in areas such as post-occupancy evaluations, developing standard processes, using Choosing by Advantages (CBA) as established procedure, and shadowing and Evidence-based Design. All the Design Forum presentations were recorded and will be up on the LCI website in the near future.

As I wind this up, I want to share a couple of additional items. The first is, I am pleased to advise we have brought on board Ms. Anne O'Donnell, CAE in a consulting capacity to help us in the areas of membership services and communications. Anne has extensive experience in association management, including stints at AGC working in membership and chapter support. Many of you will be hearing from her over time in her membership outreach capacity. Her LCI email address is anne@leanconstruction.org.



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Finally, I had the pleasure last week of attending a planning meeting of our local National Capital Region Community of Practice. The session focused on using A3s as planning documents, and the A3 showing the NCR CoP's goals and work program for the year was distributed. If other CoP's around the country have created work plans in the A3 or other formats, please share them with me. We want to create new and enhanced opportunities for cross-fertilization among our CoP's, and this type of planning documentation is a useful first step.

Thanks for your ongoing participation and support of LCI.

Sincerely,

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