

DIGITAL UPGRADE *of tools*

BACK IN 2016
FIRST CHOICE
PROGRAM
WAS REACHING



**ENGAGEMENT
FOCUS SHIFTS
FROM "EXPERTS"
TO "EVERYBODY"**

**EVERYBODY.
EVERYDAY.
EVERYWHERE.
A LITTLE BIT BETTER**

FIRST CHOICE

DIGITALIZATION

IS NEXT

“HOT TOPIC”

FOR THE GROUP



CHALLENGE #1:

DISTRIBUTE MATERIALS

Home

AVAILABLE
TO DOWNLOAD
TO ORDER

First Choice in general



Customer Brochure



Pocket Guide



First Choice Presentation



First Choice general Roll-Up & Posters



First Choice general Stickers



Core Tools



GEMBA Clipboard, Notebook, Cards & Board stickers



Performance Dialog Sticker Kit & Core Tool Stickers



Promotion & Training



Lanyard



First Choice Cup



Postcards



News & Communications



Material Webshop crazy discount!

14th January 2019

To help you to get ready for the FIRST CHOICE week we set our prices to 0 (Z-E-R-O) for a limited time during January. A few packages with FIRST CHOICE branded give-aways can be sent to your location for free. Add our bundled order to the basket - ... [Read more](#)

Notifications

Your order 2019010498 has been approved
5th March 2019, 16:54 - Order status changed

Your order 2019010351 has been approved
5th March 2019, 16:54 - Order status changed

[Feedback](#)

CHALLENGE #2:

TRANSLATE TO DIGITAL

DIGITAL EDITIONS:

Translating TIMWOOD to the Digital Language

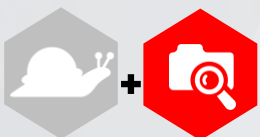
Classical Digital



(T) Information Transport
Documents travelling around,
Irrelevant shares

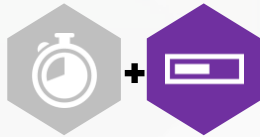


(I) Inventory
Double storage of the data,
unfinished work in progress

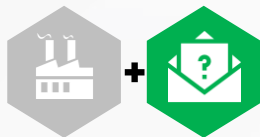


(M) Motion / Searching
Searching for information,
different places in systems

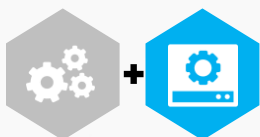
Classical Digital



(W) Waiting
Slow system response, not
available digital tools



(O) Over information
Huge mailing lists, missing
priorities, old systems & software



(O) Over processing
email-waste, unnecessary formats,
reports for no reason



(D) Defects / Errors
Wrong or incomplete information,
system failures

DIGITAL EDITIONS:

Adapting Performance Dialogs to Online Collaboration

PERFORMANCE DIALOG BOARD
Tuesday, 04 September, 2018 13:05
FIRST CHOICE

Team name / Function: **name of the function**
Last update: **September 4, 2018**

#1 TEAM

| Name | Mood | Average | Sad | Absence | Sick-leave | Vacation | Workload | Notes |
|------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------|-------|
| Name | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | % | Text |
| Name | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
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| Name | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

#2 PERFORMANCE

| KPI name | Comment | KPI |
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#3 IDEAS & ACTIONS

| Problem | Root cause | Solution | By who | By when | Status |
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#4 NEWS & UPDATES

| Date | Upcoming event | Other important information |
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Platform



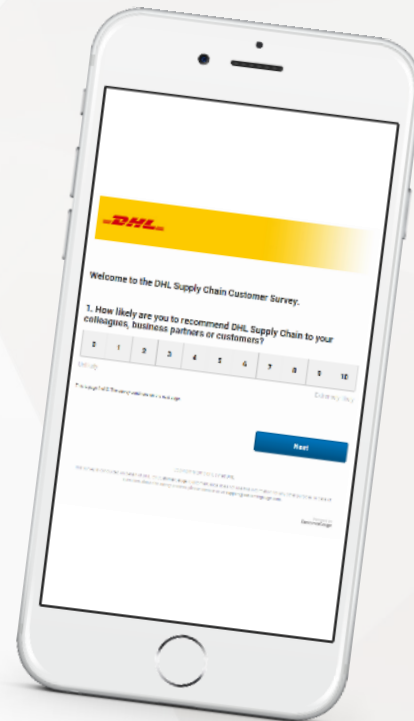
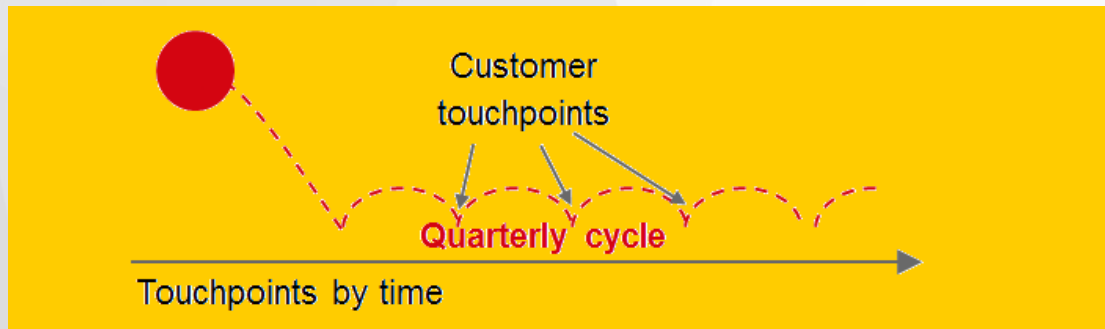
Templates



DIGITAL EDITIONS:

Improving Customer Loyalty with NPA online surveys

- Short quarterly online survey
- Immediate follow-up with the customer
- Higher transparency on customer loyalty and improvement areas



CHALLENGE #3:

CONNECT VIA MOBILE

MOBILE APPS FOR CI:

Create improvements from your pocket



GEMBA APP

Manage Improvement Walks on your mobile

- Plan, Conduct and Follow up Improvement GEMBA walks
- Invite colleagues, take pictures, write observations notes, assign actions
- Download reports using Web interface



PERFORMANCE DIALOG APP

Conduct guided Performance Dialogs visits

- Conduct a structured Performance Dialog & complete maturity checks
- Get assistance from your closest First Choice expert
- Follow up with arising issues
- Form new CI habits



PROBLEM SOLVING APP

Drive structured Problem Solving activities

- Define problems
- Identify Root Causes using 5Whys technique
- Brainstorm possible solutions and evaluate
- Translate into actions and execute

Digitizing CI Tools:

What to be aware and consider?

Constant user feedback

- At every stage of the project and after
- Run proper UAT to assess mobile app
- Direct support email / contact for issues and improvement ideas
- Solutions have to serve the purpose



Right team for development

- Choose experts based on the portfolio (in-house or outside)
- Share the business perspective with the team
- Keep focus on beautiful & simple User Interface (UI)

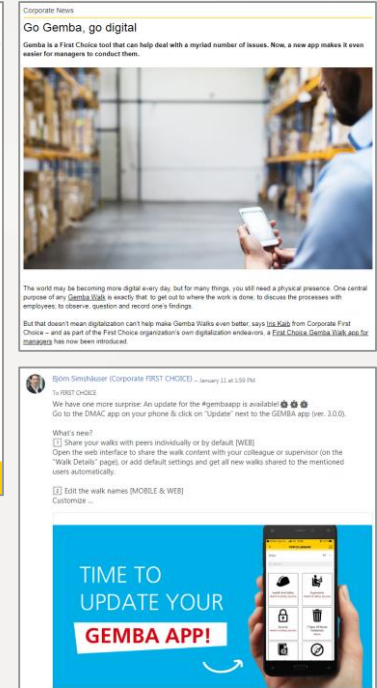
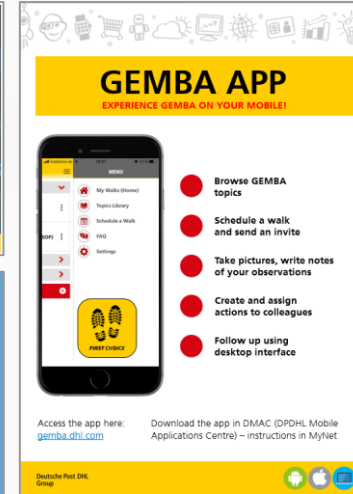


Digitizing CI Tools:

What to be aware and consider?

Communication is highly important

- Plan marketing activities to bring colleagues to the app / let them about a new “suit”
- Combine the channels and formats (online + offline, visual + audio + text, etc.)



GROUP EXERCISE:

Tools & task description

5S

a workplace organization method

Task for Group 1 & 2:

Create 5S Digital Edition
(apply the tool to the “computer”
environment)

Voice of Customer (VoC)

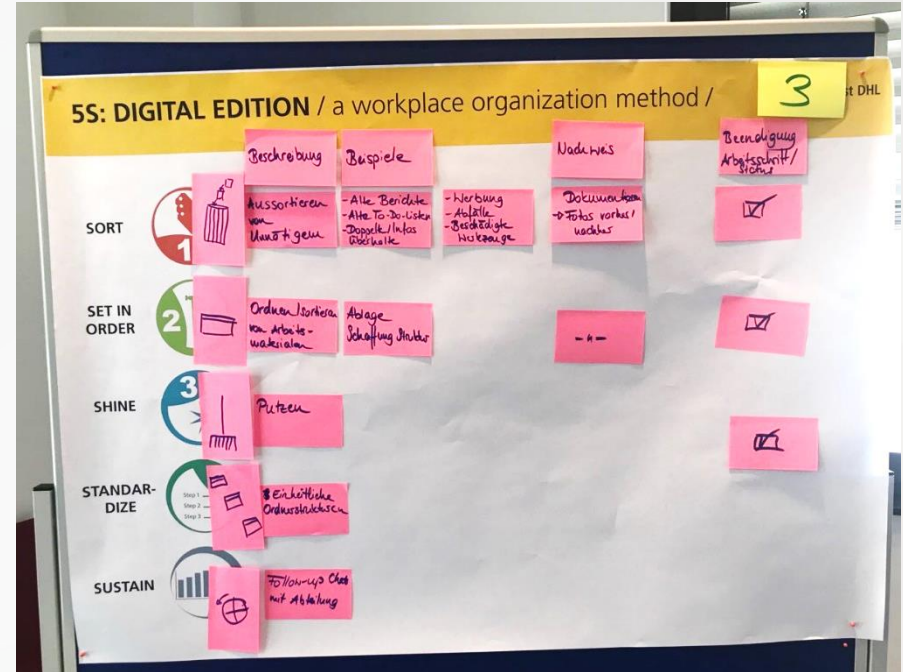
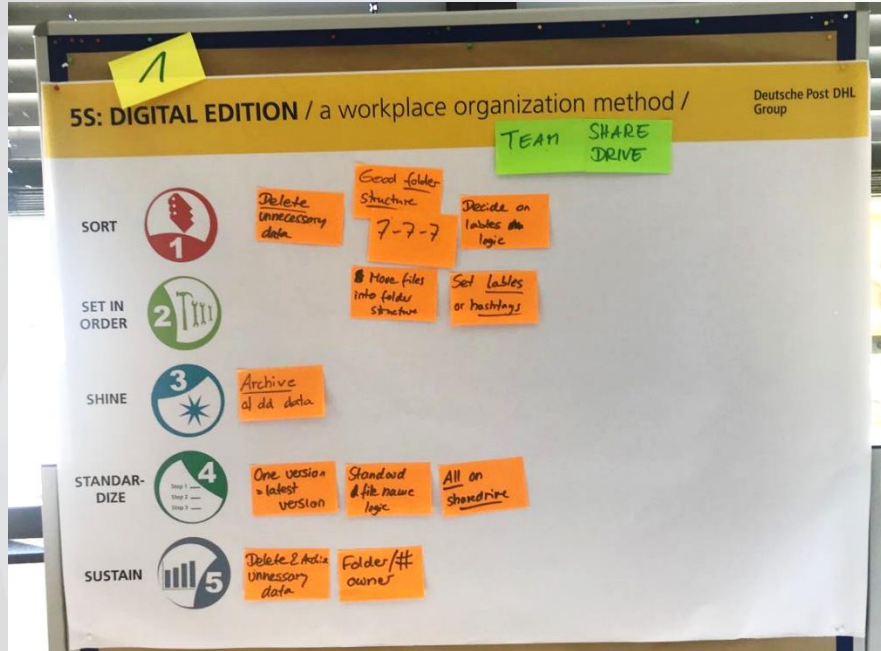
represents specific customer feedback
coming from various sources

Task for Group 3 & 4:

Create VoC Mobile App
(think about concept,
functionality and screens)

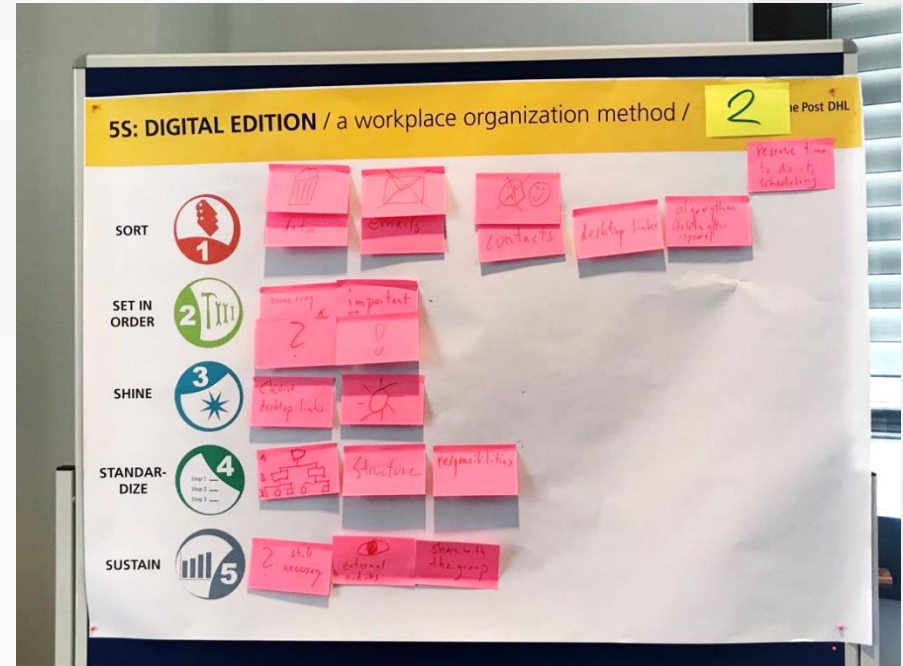
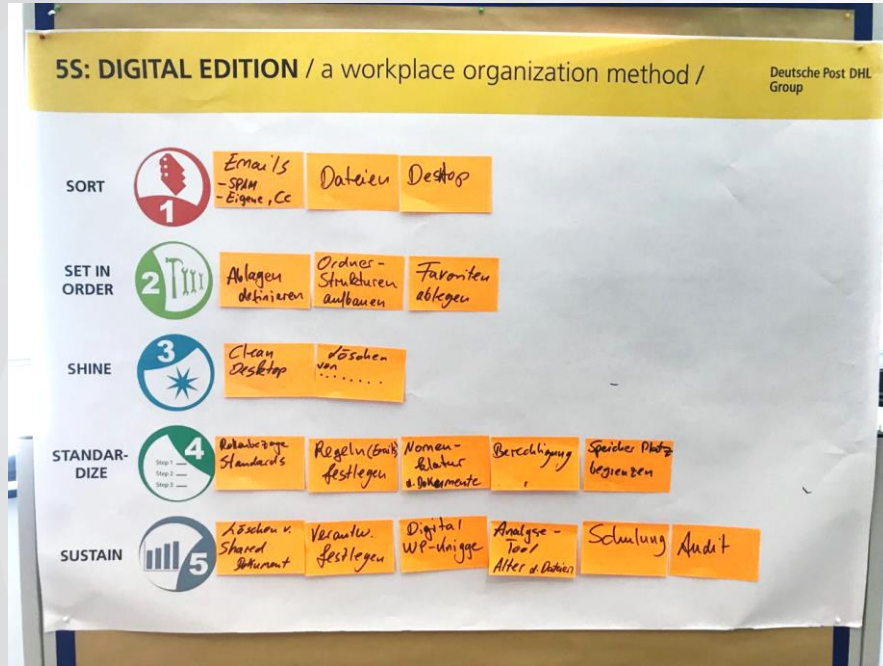
GROUP EXERCISE:

Output (1/5)



GROUP EXERCISE:

Output (2/5)



GROUP EXERCISE:

Output (3/5)

55: DIGITAL EDITION / a workplace organization method /

in different tools

1 SORT

- Sort files and delete not needed ones
- Overview / Common Database

2 SET IN ORDER

- Combine / Set Groups
- Automated set in order using keywords
- Set Document meta Data

3 SHINE

- Set rules to keep folder structure
- Cleanup notification (for outdated documents)

4 STANDARDIZE

- Create common database (sharepoint...)
- Use Corporate layout / Same Look & Feel
- Use standard communication templates (Email, ppt...)

5 SUSTAIN

- Centralized Update
- SS KPI/Audit

55: DIGITAL EDITION / a workplace organization method /

2.9. email

1 SORT

- define rules
acc. to topics, importance

2 SET IN ORDER

- delete "waste" & spam
- set-up of folders, meta-data

3 SHINE

- active input control
- unsubscribe...
- tidy arrangement of surface

4 STANDARDIZE

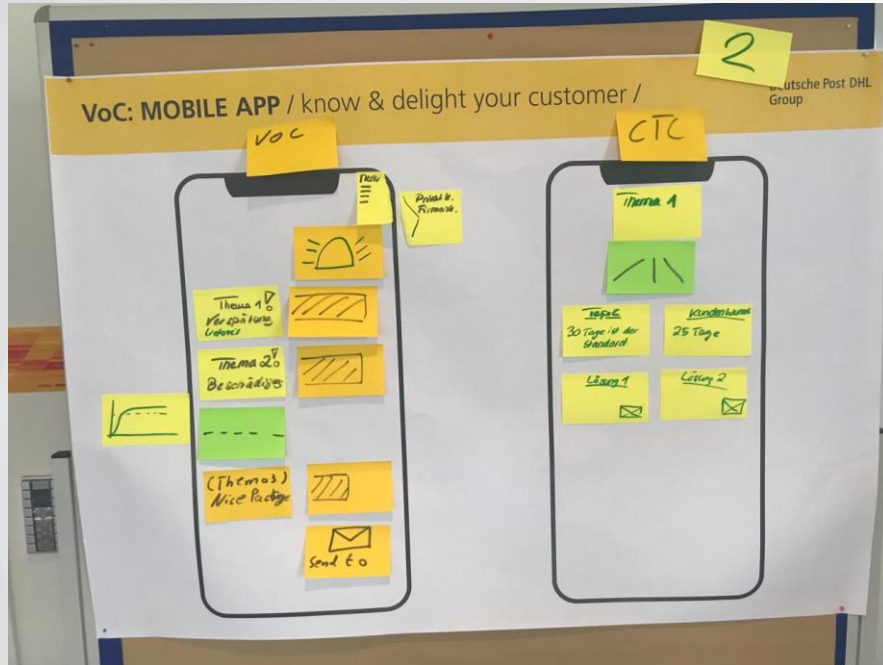
- commitment to rules

5 SUSTAIN

- frequent review
- rules, structures, ... still applicable?

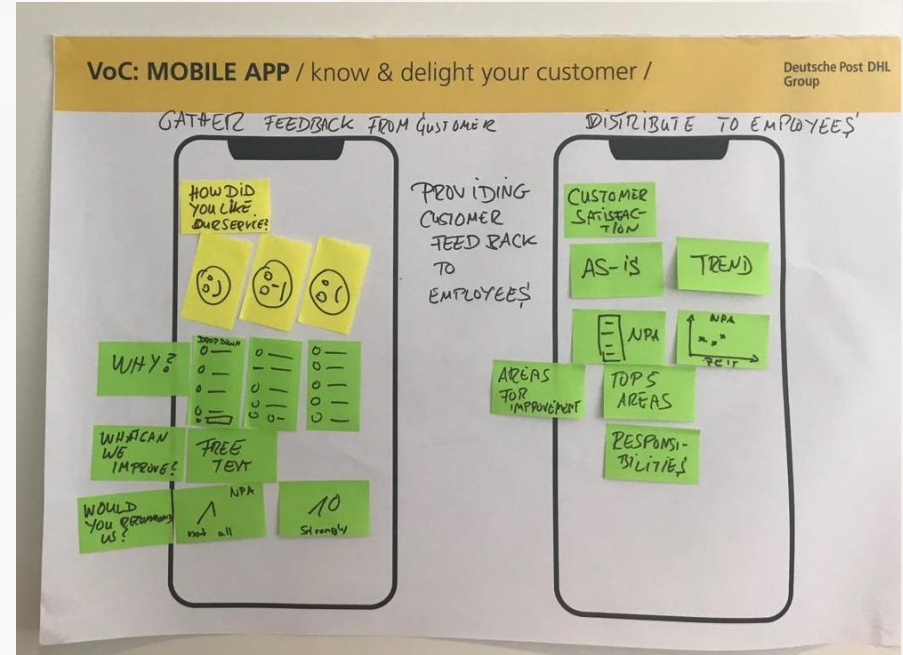
GROUP EXERCISE:

Output (3/5)



GROUP EXERCISE:

Output (3/5)



THANK YOU!