

**IMPROVEMENT  
VIDEO**



**CREATE A KANBAN**



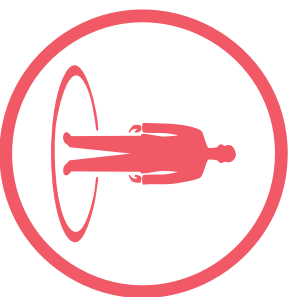
**GEMBA WALK**



**GEMBA WALK  
X2**



**CUSTOMER ISSUE  
ROOT CAUSE  
IDENTIFIED AND  
ADDRESSED**



**OHNO CIRCLE**



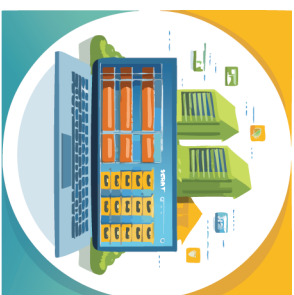
**COACHING/MENTORING**



**3S A NEW AREA**



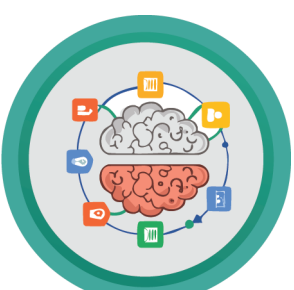
**GEMBA WALK  
X3**



**CREATE AN S.O.P.**



**CHECK IN WITH  
MENTEE**



**BRAINSTORMING  
SESSION**



**FOLLOW UP**



**CREATE CONTENT**



**MORNING MEETING  
REFINEMENT/ASSISTANCE  
PROVIDED**



**FINISH  
A NAGGING TASK**