

Steris Kaizen Management

Improving lean changes with user-focused design and ongoing progress tracking

By
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UX Lead

Tool used:     Jira

[Visit Prototype](#)



My Role and Contributions

As UX Lead, I led the team to improve user experience design and smoothly handle complex scenarios by collaborating with cross-functional teams.

UX Research Techniques used

- ◆ User Interviews
- ◆ Affinity Mapping
- ◆ Persona Creation
- ◆ User Journey Map Creation
- ◆ Usability Testing

UX Design Techniques used

- ◆ Wireframe Creation
- ◆ Hi-Fi Mock up
- ◆ Prototype

My contribution to design

◆ Led user-centered design (UCD) process

Conducted user research on key groups (facilitators, sponsors, team leads, developed personas and mapped as-is processes to identify pain points like manual tracking and poor visibility.

◆ Oversaw ideation from needs to prototypes

Built lo-fi wireframes and hi-fi prototypes with dashboards, query wizards, KPI scorecards, action plans, and integrations (Outlook, MS Teams, file sharing).

◆ Drove implementation and results

Led phased rollout, training, change management, and metrics—boosting productivity 40%, accessibility 20%, and form completion 80-90%.

◆ Directed high-fidelity prototypes

Included dashboards, customizable views, query wizards, KPI scorecards, action plans, search/filter tools (saved 35-40% time), and exports (PDF, PPT, CSV).

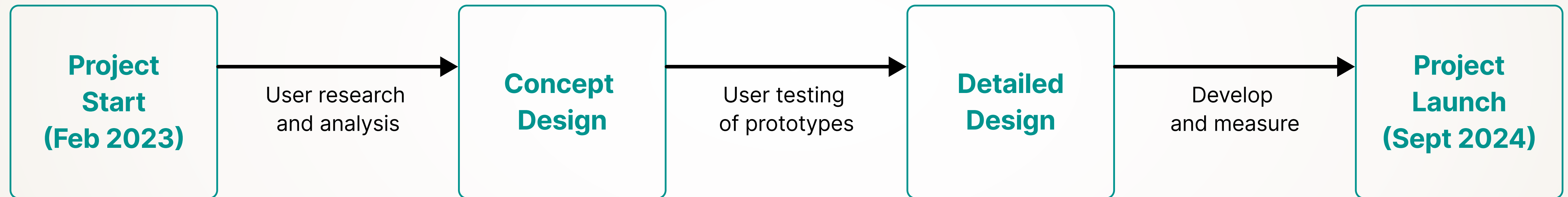
◆ Added seamless UI integrations

Added Outlook scheduling, MS Teams collaboration, file/link sharing, and automated notifications—boosting usability, accessibility (20% uplift), and cross-team execution.

Our Approach

We achieved successful Lean transformation by assessing needs, prototyping software, testing iteratively, training users, managing change, deploying in phases, and monitoring ongoing improvements.

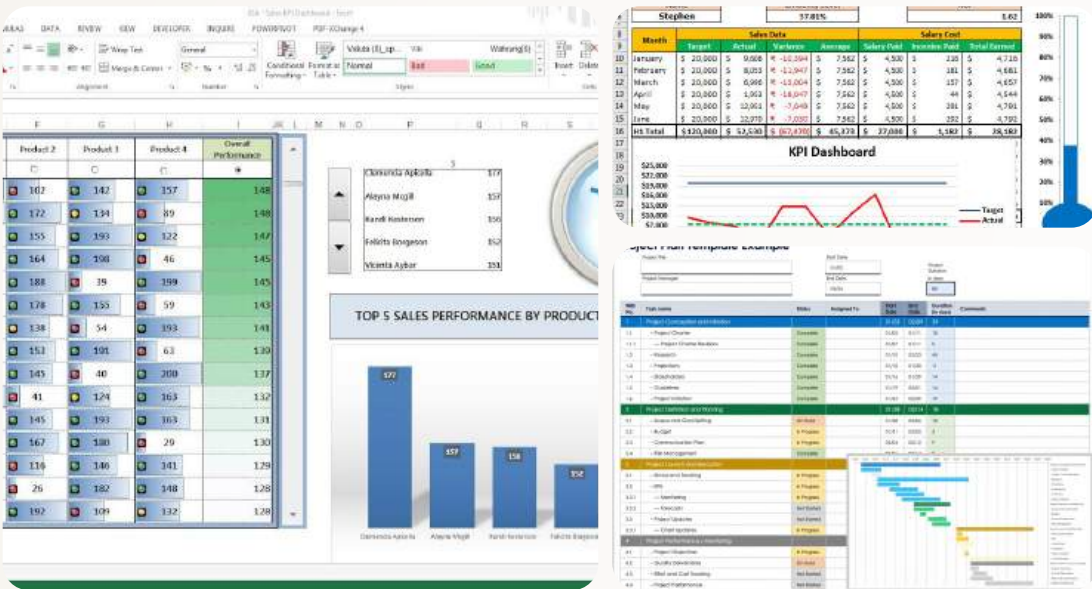
Our Work flow



Problem statement

“Scattered Kaizen data across sources led to inconsistent execution, poor visibility into improvements/coaching, weak accountability, and wasted admin time on planning, tracking, and impact assessment”

Issues Found



Steris faces challenges with Kaizen data scattered across multiple sources, leading to inconsistent execution



Limited visibility into improvements and coaching opportunities



Manual tracking difficulties



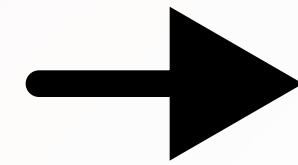
Wasted administrative time on planning, progress monitoring, and impact reporting

Impact

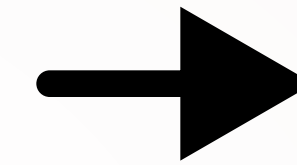
Without a centralized platform, teams struggle to hold accountability for event reporting and closure, hindering Lean practices adoption in growing businesses. This results in reduced engagement, inefficient resource allocation, and missed opportunities for business growth through continuous improvement.

How we arrived at the problem statement

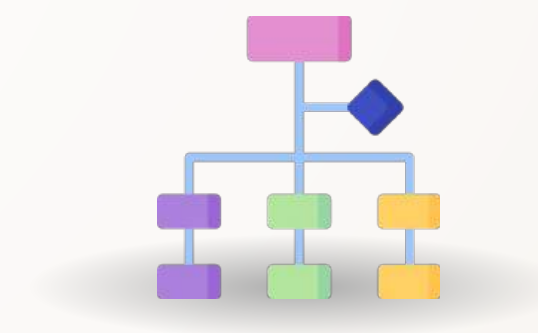
Conducted **User Interviews**
among different user groups



Using interview data, **Affinity Mapping** was used to identify personas, user journey maps and their associated pain points.



With the help of their pain points and user journey milestones **user flow (system design)** was created



User Interviews

User interviews involve engaging diverse client groups to uncover their pain points and map their user journeys via team interactions.

User groups identifies during their interviews

SPONSORS

They are invited during event creation to align on timelines, problems, and deliverables with team leads and facilitators.

FACILITATORS

Facilitators update charters monthly, review priorities with sponsors and teams, schedule Outlook events, manage pre-work, conduct sessions, and log action plans with KPIs.

TEAMLEADS

They collaborate monthly with facilitators on requirements and priorities, reviewing charters with team members.

ADMINS

Admins provide initial system access, enabling equal capabilities for data entry, notifications, queries, and reports.

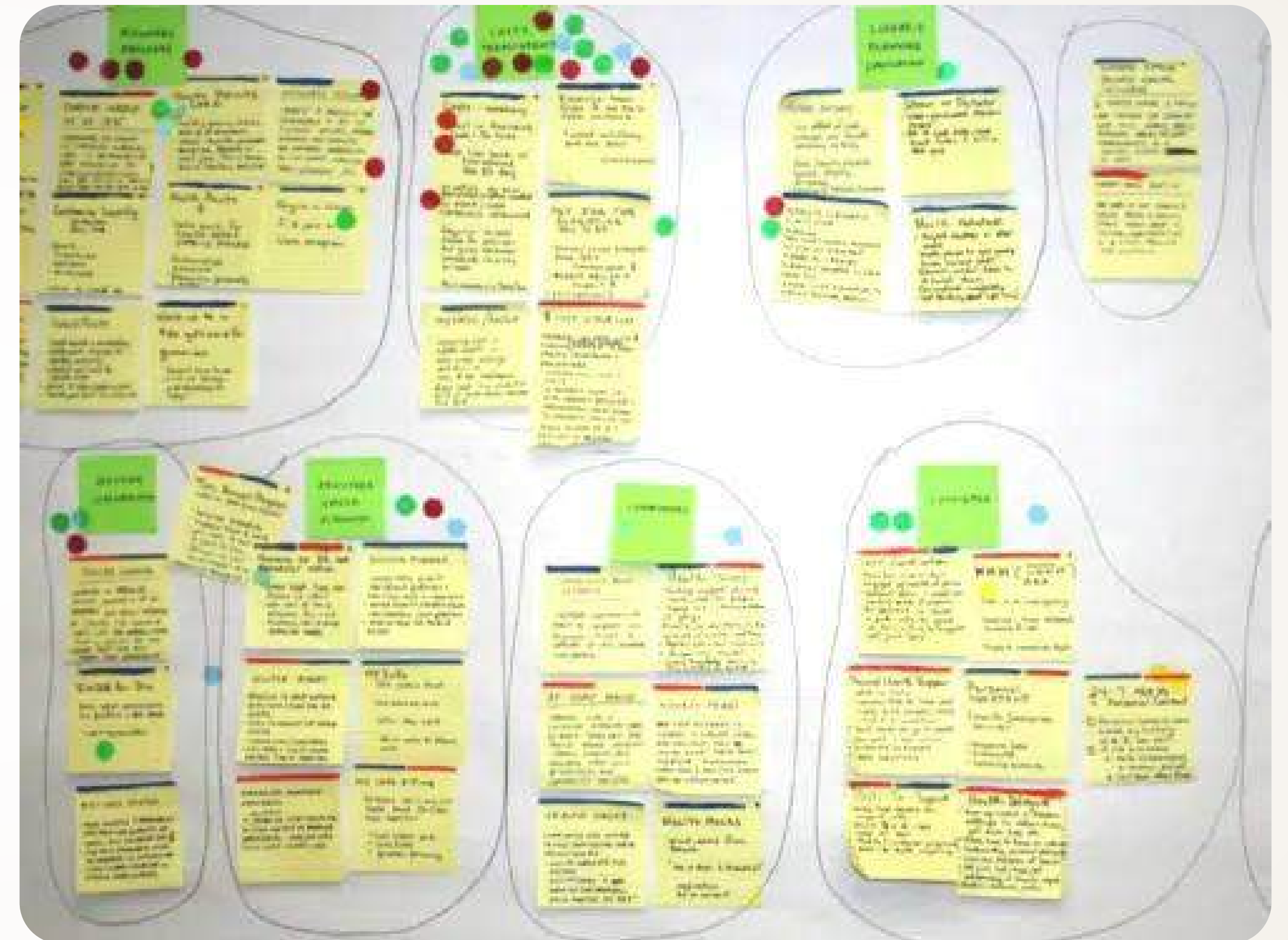
Affinity Mapping

Affinity Mapping was used to identified the following insights

- Collected raw insights like pain points (e.g., scattered data, manual tracking) and quotes from interviews into sticky notes.
- Grouped similar items collaboratively (e.g., "notification needs" cluster, "charter updates" cluster) on a digital board like Miro.
- Label clusters to form personas (Nikki for time management, Jen for facilitation) and identify patterns driving app features.

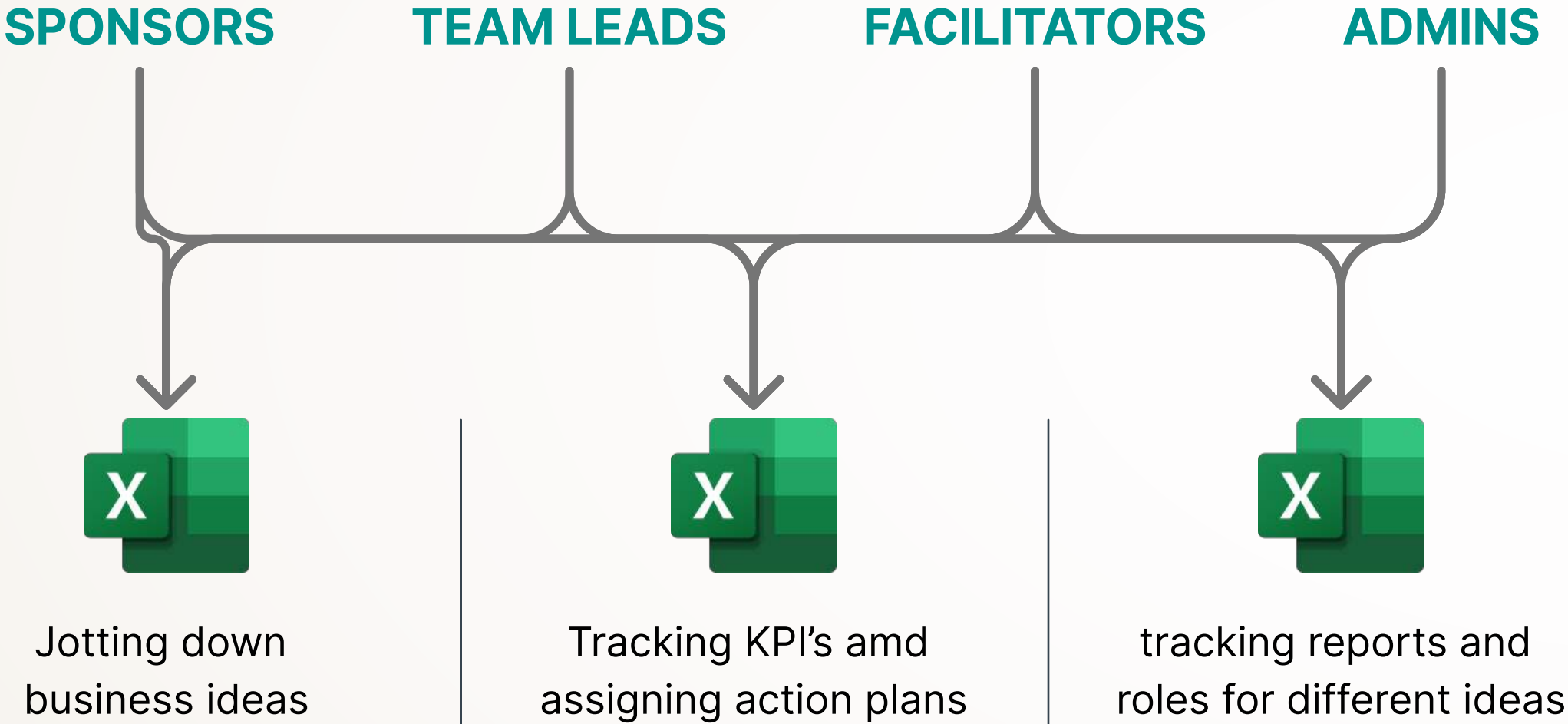
Benefits

This reveals priorities like KPI tracking and escalations, informing user flows and reducing admin time waste.

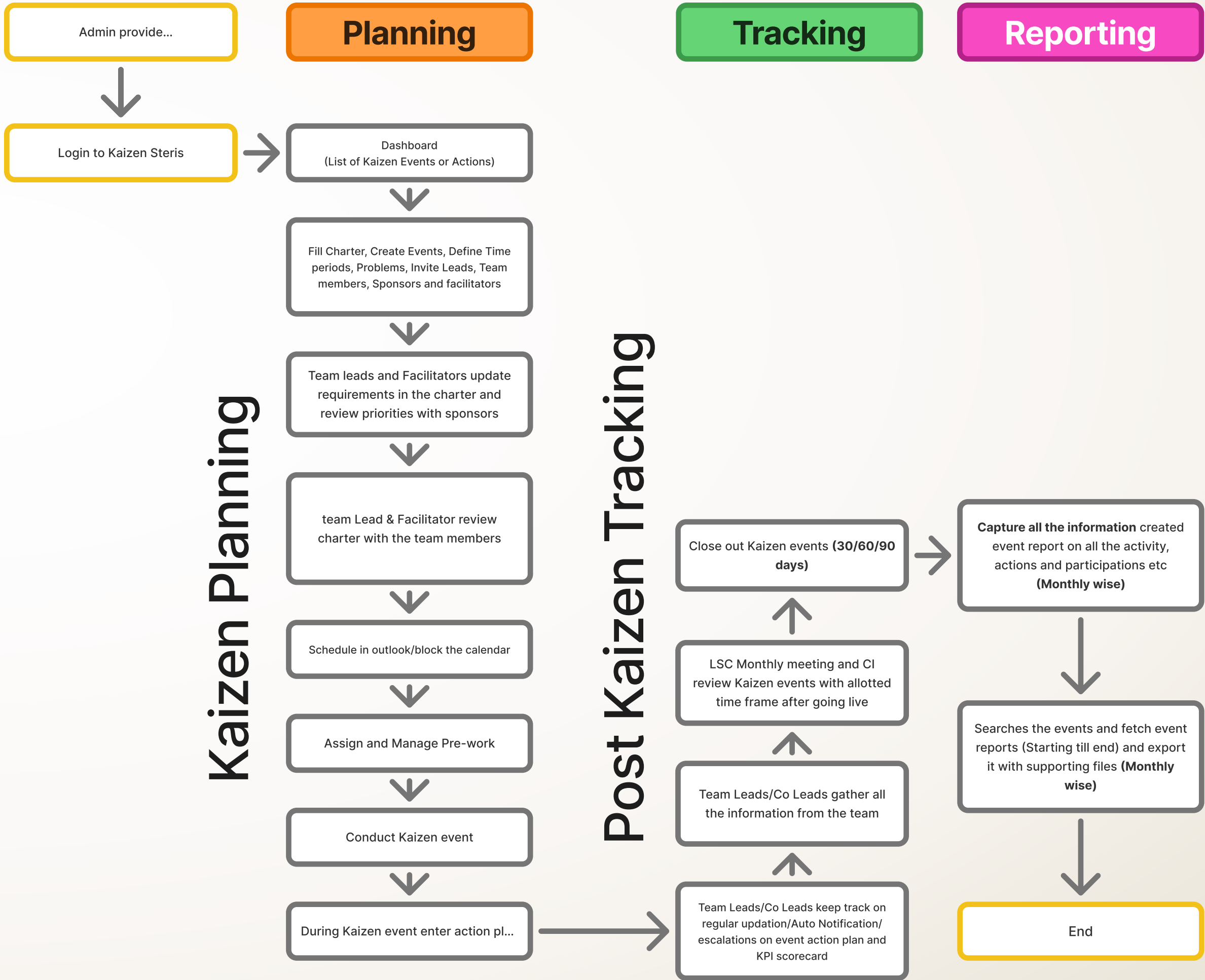


User Flow - Process Mapping

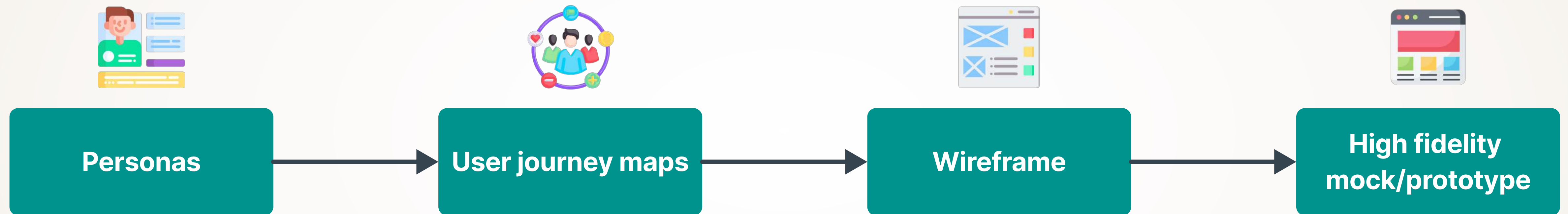
Before



After



Solution used



Personas

Created using data from user interviews

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<div><div><div><div><div></div><div>Name</div></div><div><div>Alex Rivera</div></div></div></div></div>	<div><div><div><div><div></div><div>Goals or Objectives</div></div><div><div>Gain holistic views via customizable dashboards and integrations (Outlook, Teams).</div></div></div></div><div><div><div><div><div></div><div>Behaviors</div></div><div><div>Reviews metrics weekly; values automated alerts and search/filter for efficiency.</div></div></div></div></div></div>
<div><div><div><div><div></div><div>Job Title</div></div><div><div>Sponsor/Team Lead</div></div></div></div></div>	
<div><div><div><div><div></div><div>Age</div></div><div><div>40 to 45 years</div></div></div></div></div>	
<div><div><div><div><div></div><div>Organization Size</div></div><div><div>501-1000 employees</div></div></div></div></div>	

Alex Rivera - Sponsor/Team Lead

Pain Points:

Difficulties tracking KPIs across events; lack of dashboards hinders decision-making and resource allocation.

Behaviors:

Reviews metrics weekly; values automated alerts and search/filter for efficiency.

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<div><div><div><div><div></div><div>Name</div></div><div><div>Jen Wisniewski</div></div></div></div></div>	<div><div><div><div><div></div><div>Goals or Objectives</div></div><div><div>Centralize data to reduce reporting time and ensure accountability for closures.</div></div></div></div><div><div><div><div><div></div><div>Behaviors</div></div><div><div>Relies on spreadsheets and emails; needs quick exports (Excel, PDF) for stakeholders.</div></div></div></div></div></div>
<div><div><div><div><div></div><div>Job Title</div></div><div><div>Admin/Tracker</div></div></div></div></div>	
<div><div><div><div><div></div><div>Age</div></div><div><div>35 to 45 years</div></div></div></div></div>	
<div><div><div><div><div></div><div>Organization Size</div></div><div><div>501-1000 employees</div></div></div></div></div>	

Jen Wisniewski - Admin/Tracker

Pain Points:

Admin overload from manual processes; limited visibility into improvements and coaching opportunities.

Behaviors:

Relies on spreadsheets and emails; needs quick exports (Excel, PDF) for stakeholders.

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<div><div><div><div><div></div><div>Name</div></div><div><div>Nikki Csepegi</div></div></div></div></div>	<div><div><div><div><div></div><div>Job Responsibilities</div></div><div><div>Leads Kaizen events, focuses on time management and execution.</div></div></div></div><div><div><div><div><div></div><div>Goals or Objectives</div></div><div><div>Streamline event planning and real-time visibility into action items.</div></div></div></div></div></div>
<div><div><div><div><div></div><div>Job Title</div></div><div><div>Kaizen Facilitator</div></div></div></div></div>	
<div><div><div><div><div></div><div>Age</div></div><div><div>45 to 54 years</div></div></div></div></div>	<div><div><div><div><div></div><div>Biggest Challenges</div></div><div><div><div><div>Scattered data across sources wastes time on manual tracking; poor notifications lead to missed updates and inconsistent execution.</div></div></div></div></div></div></div>
<div><div><div><div><div></div><div>Organization Size</div></div><div><div>501-1000 employees</div></div></div></div></div>	

Nikki Csepegi - Kaizen Facilitator

Pain Points:

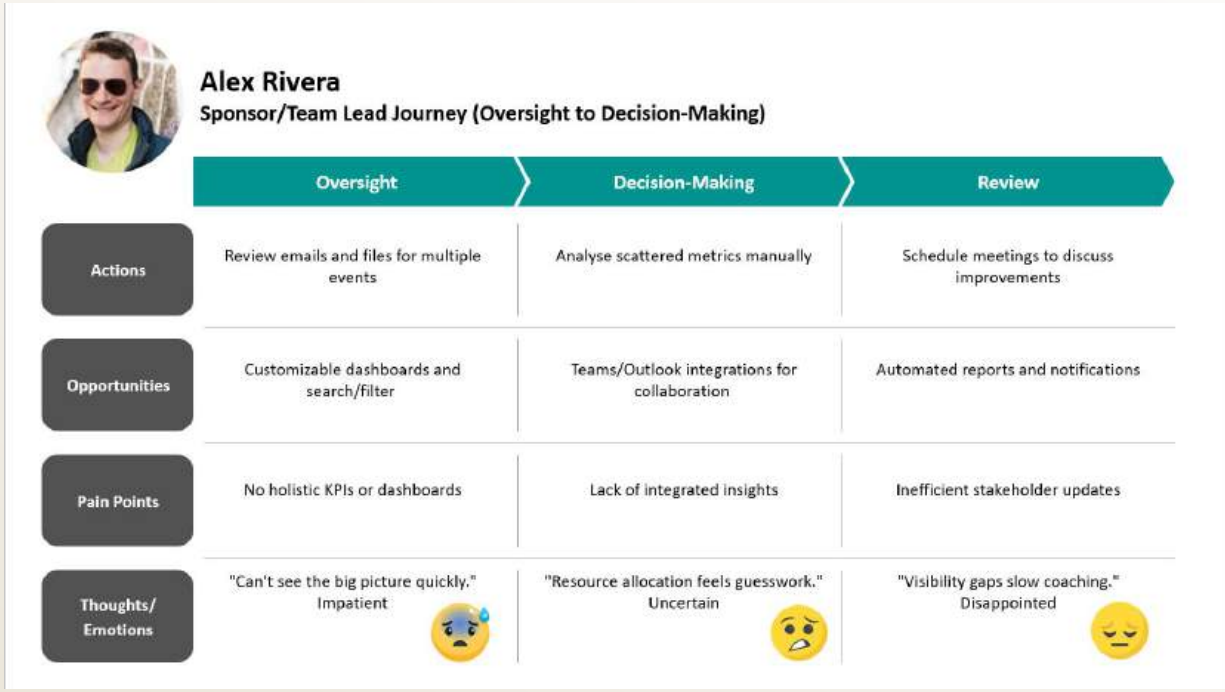
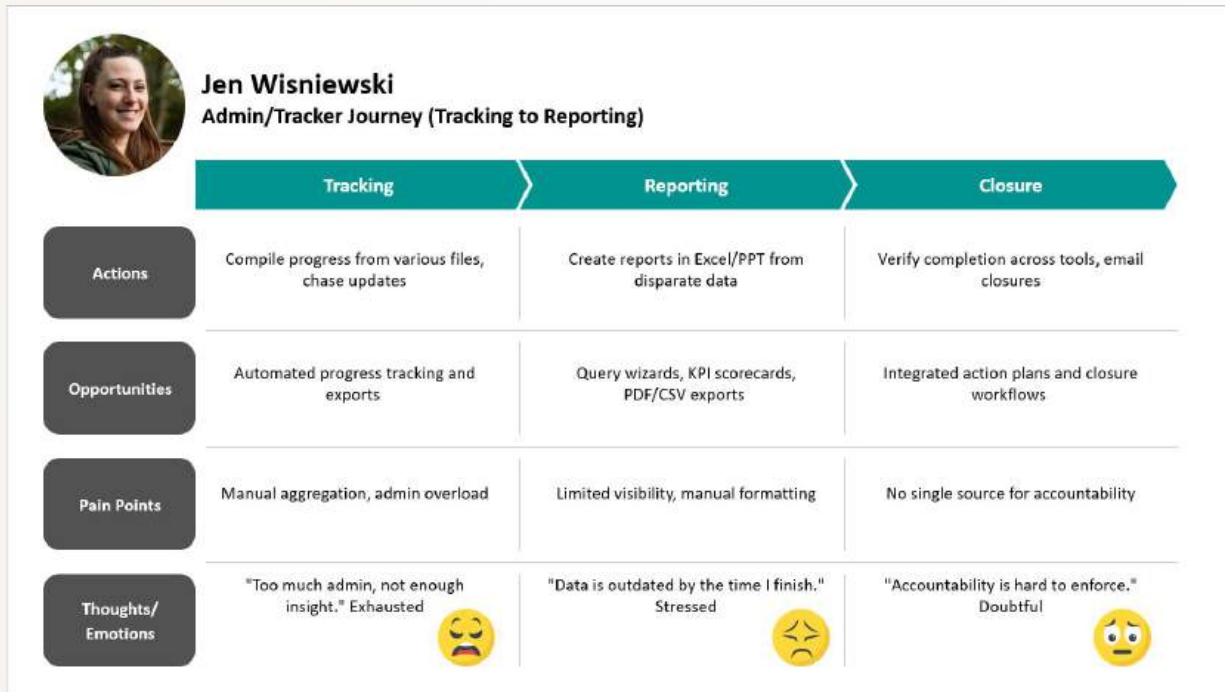
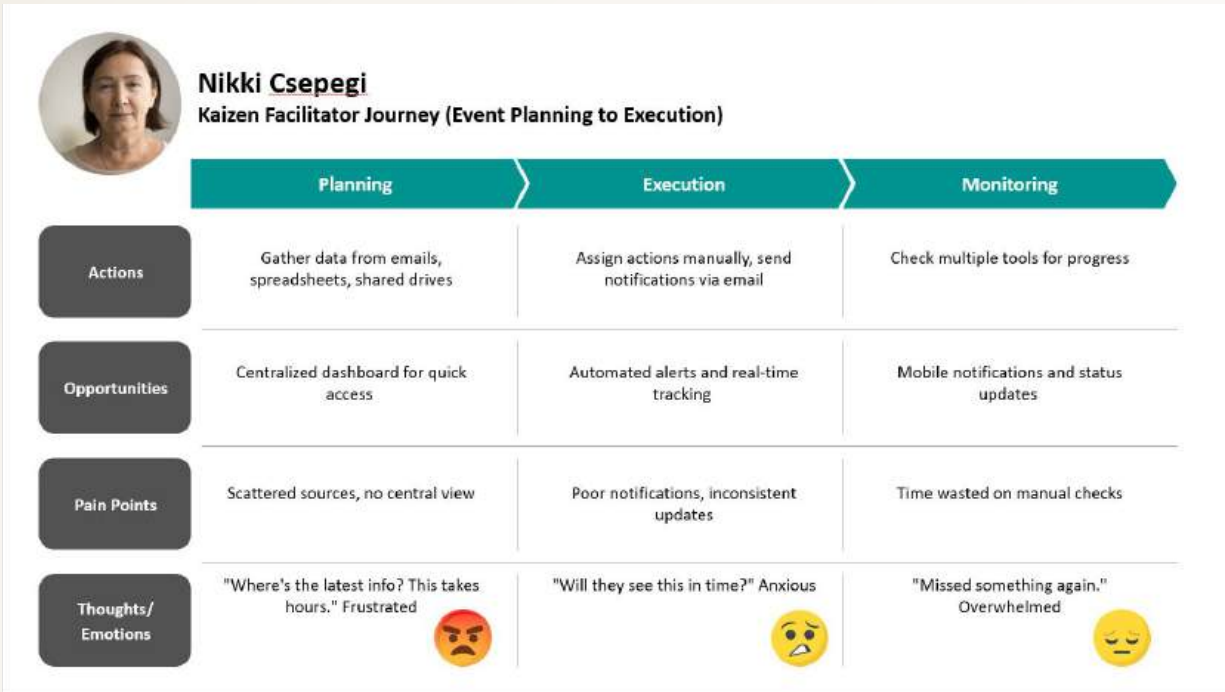
Scattered data across sources wastes time on manual tracking; poor notifications lead to missed updates and inconsistent execution.

Behaviors:

Uses multiple tools daily; prefers mobile access for on-the-go monitoring.

User Journey Maps

Created using data from user interviews/Personas



User Journey Maps for Nikki Csepegi, Jen Wisniewski, and Alex Rivera outlined activities, needs, goals, pain points, and touchpoints. These fed into maps of current (as-is) and future flows, covering steps from login and dashboard to event creation, tracking, KPIs, notifications, and reports.

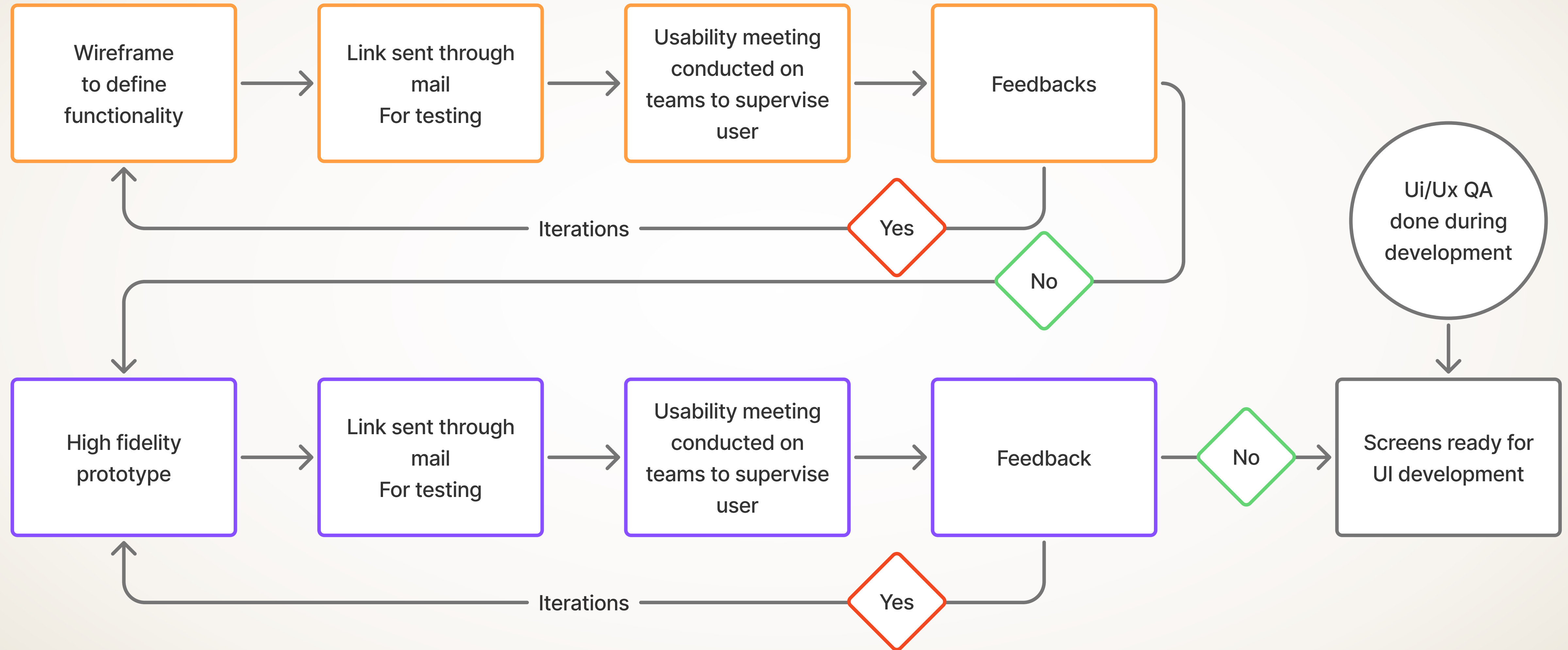
Key Insights

- Highlighted needs for intuitive charter creation and dashboard organization to manage time easily
- Faced issues with tracking, notifications, escalations, and reporting, pointing to gaps in automation and visibility.
- David Csepegi, as admin, sought quick data management to handle other requests efficiently.

Process Gaps

- As-is flows showed fragmented steps like manual admin rights assignment, Outlook invites, and inconsistent updates, leading to accountability issues
- Future flows addressed these with auto-notifications
- 30/60/90-day tracking, and centralized reports for better momentum and Lean Steering Committee review

Usability Testing Flow



Quantified Impacts (1/5)

! Problem

Scattered Kaizen data lacks real-time visibility, making it hard to monitor events, metrics, and progress across teams.

🔗 Solution

Customizable Lean Dashboards provide a central landing page with KPI scorecards, event lists, and filtered views for instant insights.

💡 Impact

Boosts productivity by 40%, enhances coaching and accountability, and **drives 21% higher profitability** through better engagement.

STERIS

DashboardQuery WizardStandardsAdministration

VG

Create New Kaizen

Search

Kaizen Events12Newspaper36Subscription25

# ID	Kaizen	Sponsor	Team Lead	Facilitator	Schedule Date	Newspaper	KPI
#2734985	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Complete</div>
#2734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
#2734988	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
#2734989	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Not yet Tracking</div>
#2734990	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
#2734991	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
#2734992	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
#2734993	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>

Rows per Page2591.23 of 100

STERIS

DashboardQuery WizardStandardsAdministration

VG

Create New Kaizen

Search

Kaizen Events12Newspaper36Subscription25

# ID	Kaizen	Action Items	Owner	Due Date	Status
#757555	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Complete</div>
#757556	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Late</div>
#757557	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Late</div>
#757558	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Late</div>
#757559	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Complete</div>
#757560	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Late</div>
#757561	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Complete</div>
#757562	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Complete</div>
#757563	Kaizen 1	No of Action plan in the event	Owner	2023-03-02 17:00	<div>Complete</div>

STERIS

DashboardQuery WizardStandardsAdministration

VG

Create New Kaizen

Search

Kaizen Events12Newspaper36Subscription25

# ID	Kaizen	Sponsor	Team Lead	Facilitator	Schedule Date	Newspaper	KPI
#2734985	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Complete</div>
#2734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On Track</div>
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Quantified Impacts (2/5)

! Problem

Manual report creation from scattered Kaizen data is time-consuming and error-prone, lacking customizable queries for different users.

🔗 Solution

The Query Wizard offers an intuitive interface to create, edit, run, and save public/private queries with wizard-guided filtering and CSV exports.

💡 Impact

Saves 30-40% time on data retrieval, improves visibility for metrics and KPIs, and boosts productivity by enabling self-service reporting.

STERIS

DashboardQuery WizardStandardsAdministration

5

VG

Create Query

Saved Query

Create Filters

Clear result

Customise Category

Module	Kaizen Events	Filters	SQL	Editor	Schedule Date	Newspaper	KPI
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Complete</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Off-Track</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On-Track</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Not yet Tracking</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>On-Track</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Off-Track</div>
#8734986	Kaizen 23	J.Miller	B.David	L.Thomas	2023-03-01 17:00	<div><div></div><div></div><div></div><div></div></div>	<div>Off-Track</div>

Export

Rows per Page: 2501-25 of 100

STERIS

DashboardQuery WizardStandardsAdministration

5

VG

Create Query

Saved Query

Public

Add Folder

Query 1

First Group

Second Group

Third Group

Query 2

Query

Query

Private

Add Folder

Module

Kaizen Events

Filters

SQL

AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen Title	Begins With	Enter only Text	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Go-Live Date	Tomorrow	DD/MM/YY	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen Title	Begins With	Enter only Text	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Go-Live Date	Tomorrow	DD/MM/YY	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen Title	Begins With	Enter only Text	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Go-Live Date	Tomorrow	DD/MM/YY	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen Title	Begins With	Enter only Text	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Go-Live Date	Tomorrow	DD/MM/YY	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>
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AND	OR	Go-Live Date	Tomorrow	DD/MM/YY	<div><div></div><div></div><div></div><div></div></div>
AND	OR	Kaizen ID	Does Not Equal	#####	<div><div></div><div></div><div></div><div></div></div>

Run

Quantified Impacts (3/5)

! Problem

Accessing data from three separate Excel files to generate a Kaizen report proved cumbersome and hindered effective tracking of key aspects.

🔄 Solution

Steris Kaizen software's centralized form replaces three Excel files, enabling direct entry of details (ID, title, objectives, KPIs) with drag-and-drop uploads and validation.

💡 Impact

Web form usability improvements **raise completion rates by 80-90% and web accessibility by about 70%.**

Submit New Kaizen Idea

1

2

Kaizen ID

Kaizen Title *

Kaizen Status

Kaizen Type

Business Objective *

Planned Date

Go-live Date

☐ Executive Kaizen

Problem or Opportunity *

Scope

Deliverables

Add More deliverables

Deliverable 1

Deliverable 2

Team Members

Daily Brief	Name	Role	Function
<input type="checkbox"/>	Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Non-Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Non-Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Steris User	Role	Enter Specific Function
<input type="checkbox"/>	Non-Steris User	Role	Enter Specific Function

Pre-Work

Owner

Due Date

Add Link

+

Working files directory location

Show Location

Final Kaizen Report Out

Upload Final Report Out

KPI S.M.A.R.T Goal

+

Submit

Schedule in Outlook

Quantified Impacts (4/5)

! Problem

Manual Kaizen idea invites via scattered emails or tools lead to inconsistent team assembly, poor visibility, and delayed event planning.

🔗 Solution

Steris Kaizen form's built-in invite feature allows direct addition of team members (facilitators, sponsors, leads), with Outlook scheduling and notifications for seamless coordination.

💡 Impact

High employee engagement teams **prove 21% more profitable**, with **MS Teams collaboration increasing productivity by 40%**.

Kaizen Idea Invite

1

2

New Meeting Details

Attendance Required

Attendance Optional

Subject

From

04 : 30 AM

→

To

05 : 30 PM

1hr

☐ Daily

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri

Notification Timings

Location

Rooms Available

Description

Back

Save

Quantified Impacts (5/5)

! Problem

Scattered files and links across multiple sources waste 30-40% of time searching, hinder collaboration, and reduce visibility in Kaizen workflows.

🔄 Solution

Integrated file/link sharing in the Steris Kaizen form enables drag-and-drop uploads, centralized storage, and one-click access—cutting search time by 30-40% and boosting team efficiency.

💡 Impact

File/link-sharing sections **cut search time by 30-40%**.

Add Link

+

Show Location

Upload Final Report Out

+

Submit

Schedule in Outlook

Conclusion

Key Insights

- ◆ Successfully transforms Lean practices by centralizing data
- ◆ Reduced administrative burdens
- ◆ Enabled seamless collaboration across diverse user groups

Design Challenges Overcome

- ◆ Challenges in multi-user design, such as scattered data and manual tracking, were addressed through user-friendly forms, file/link-sharing sections, and integrated communication hubs
- ◆ These strategies ensure intuitive navigation and optimal experiences for facilitators, admins, and teams.

Proven Results

High engagement drives 21% greater profitability

Accessibility increased by 20%

Search efficiency increased by 30-40%

Productivity via MS Teams increased by 40%

Usability enhancements boost form completion by 25-90%

Thank You

“Lets connect and collaborate”



deepak1991office@gmail.com



linkedin.com/in/deepak-vikram-ramesh-a41bb8153



7010184365

My Learnings

User-Centered Process

Feature Prioritization

Impact Measurement