



Kaizen Management

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UX Lead

Client : Kaizen Steris

Duration : Feb - Jun 2023

Tools :  |  Jira | 



Overview

We are creating software to streamline and improve Kaizen planning, tracking, and reporting for businesses. This will reduce admin work, improve visibility, and enhance coaching on Kaizen practices. Kaizen data is scattered across multiple sources, leading to inconsistent execution and reporting. Without a central location, visibility into improvements and coaching opportunities is limited, making it difficult to hold teams accountable for reporting and closing out events. This results in wasted administrative time managing planning, progress, and understanding business impact. Easily improve with our submission form, share resources, and collaborate with your team. Keep all communication in one spot for visibility and efficiency. Empower managers with visibility and engagement. Assign tasks and receive notifications. Monitor metrics and access our Lean Dashboard for results.

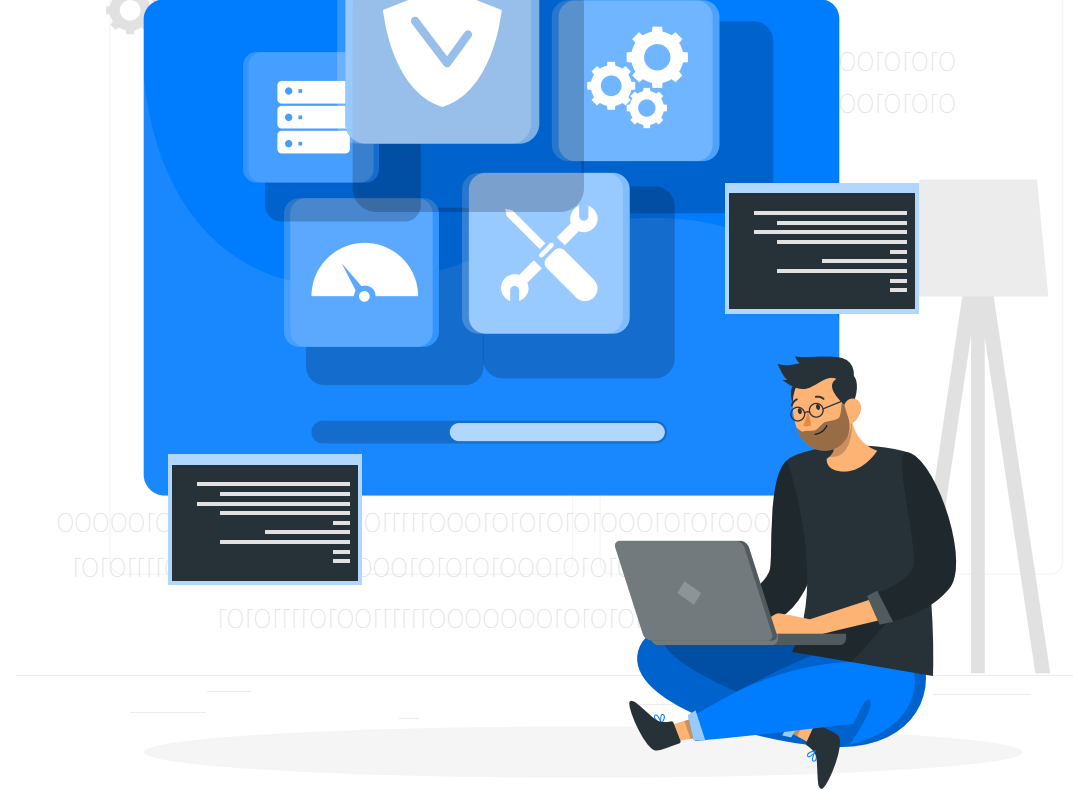
The Challenges

To implement Lean practices in growing businesses, prioritize training, coaching, and Kaizen events over admin tasks. Tracking team engagement manually can be challenging. Our solution integrates with Active Directory, accommodates non-STERIS users, and complies with GDPR. It also integrates with Microsoft tools, making tasks like entering/updating Kaizen ideas and running reports easy. Regular demos and a sandbox for user testing are recommended. Consider potential risks before adopting new software, such as licensing costs and change management for employees. Accessibility and client preferences should also be taken into account.



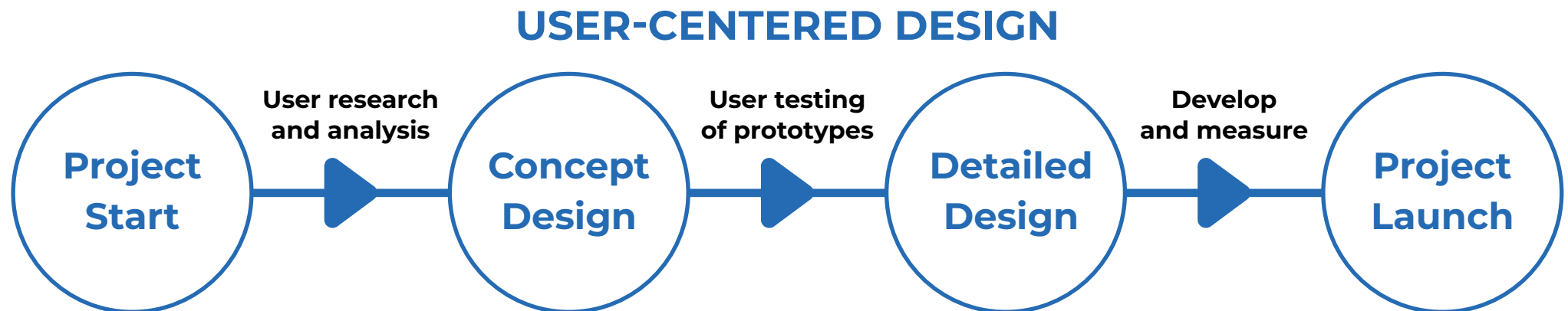
Goals & Needs

To improve the capturing of improvement data, use a standard form and keep all related files and links in a central location. Build cross-functional teams, track all communication in one place, and assign tasks to maintain momentum. Monitor metrics and generate standard reports for different levels of the organisation. To improve the Kaizen App, provide easier access, customisation of data views, automatic alerts, and improved visualisation. The Apex interface needs to be more user-friendly.



Our Approach

To implement Lean transformation successfully, businesses should conduct a needs assessment, evaluate and prototype software solutions, test and iterate, provide user training and support, develop a change management plan, deploy the software in phases, and continuously monitor and improve its effectiveness. This approach will help businesses reduce administrative tasks, improve visibility into team engagement, and foster a culture of continuous improvement, ultimately driving business growth.



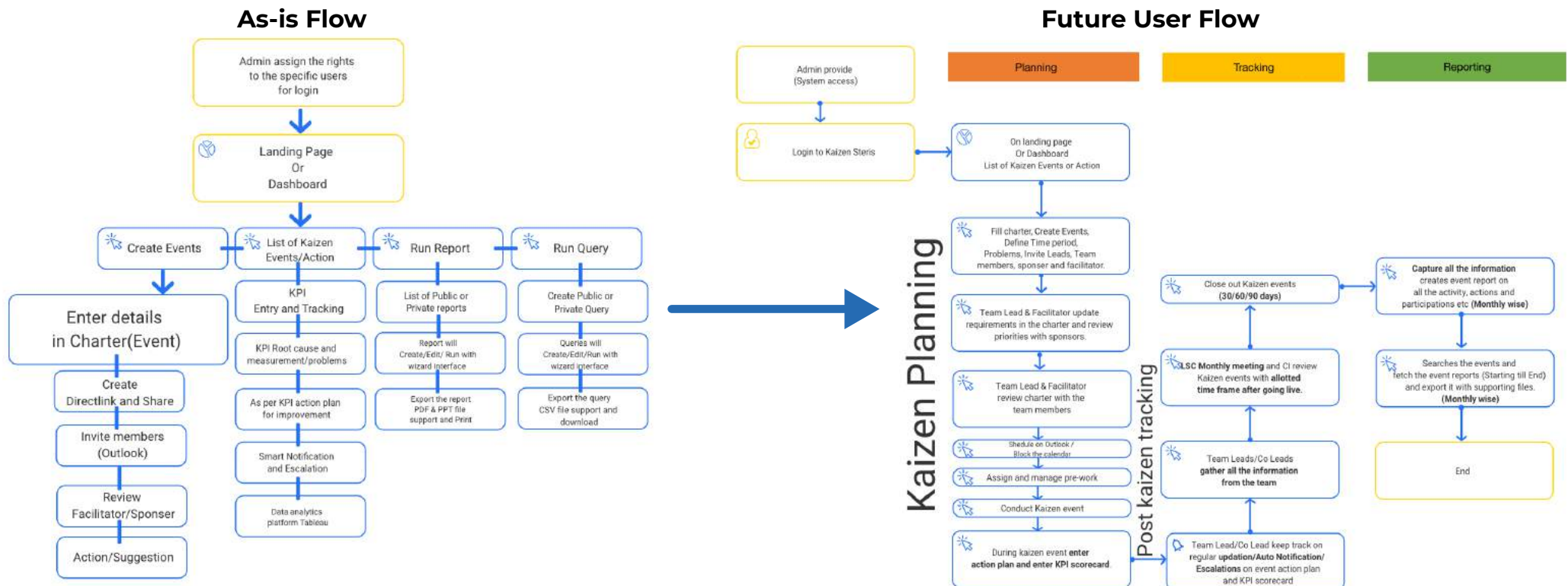
Research & Analysis

Any STERIS employee with a domain login can enter a Kaizen idea into the application as a STERIS Associate. All users in the system have equal access, visibility, and capabilities to enter and edit Kaizen data, manage notifications and subscriptions, create and save queries, create and save customizable reports as public or private, and run and export reports. The Continuous Improvement Representative is responsible for driving Lean engagement, coaching teams, and facilitating Kaizen events. The Lean Steering Committee reviews the Kaizen funnel, prioritizes improvements, provides an escalation path for cross-functional misses, and aligns and reports on cross-functional business improvements and objectives

Suggested User Groups

- Facilitator
- Sponsor / Co-Sponsor
- Team Lead / Co-Lead
- Team Members (Sr Engineers)
- Leadership Team (Director)
- Administrator

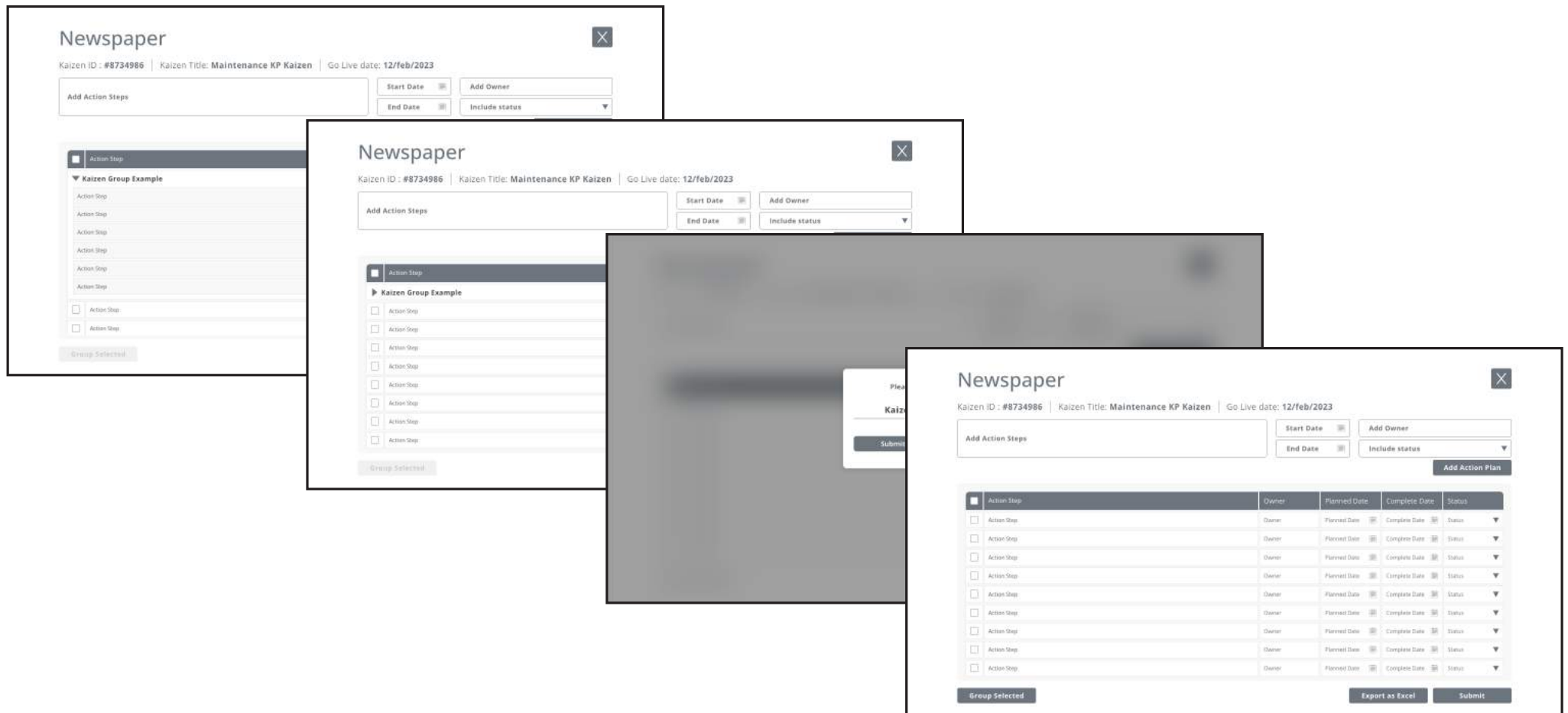
User Flow



Business Impacts

Designing interfaces with diverse user groups in mind results in a multitude of benefits, including heightened **user satisfaction**, **productivity**, and **collaboration**. By prioritising **usability**, efficient **file and link sharing**, **effective communication hubs**, **accessibility** and inclusivity features, **search and filter functions**, and **task management tools**, businesses can achieve these outcomes. **These efforts lead to increased customer loyalty, enhanced brand reputation, improved teamwork, and heightened efficiency, ultimately resulting in business growth, increased revenue, and a competitive edge in the market.**

Concepts, Low-Fi Wireframes



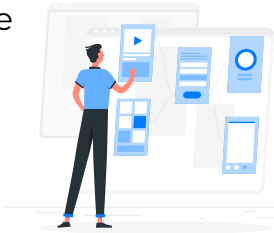
Validation, Usability, Feedback

We follow a well-defined process that involves creating a comprehensive user experience (UX) and presenting a prototype to our clients. After the prototype is presented, and send the prototype link on the mail, on same prototype ,we carefully collect and assess their feedback to ensure that their requirements and expectations are met. This feedback is obtained from multiple user groups and usability perspectives, providing us with detailed insights that are crucial in achieving the desired outcomes.

Conclusion

When it comes to designing for various user groups, there are certain challenges that must be addressed. However, with the right tools and strategies, it is entirely possible to create an optimal experience for everyone involved. One of the most significant aspects of this process is implementing user-friendly forms that are easy to navigate and complete. Additionally, establishing file/Link-sharing sections can be incredibly useful, allowing team members to access the necessary information and collaborate on projects (Kaizen Events) more efficiently. Another key component is integrating communication hubs, which can significantly streamline the improvement process and ensure that everyone is on the same page.

Improving web form usability can increase completion rates by **25% to 90%**



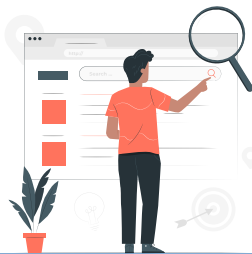
Web Accessibility increase by Approximately **20%**



Integrating file/link-sharing sections can reduce time spent searching for information by **35%**



30% - 40% efficient search and filter functionalities can improve user experience and conversions



Teams with high levels of employee engagement are **21%** more profitable than those with low engagement



Effective collaborative MS team tools can increase productivity by **40%**

