

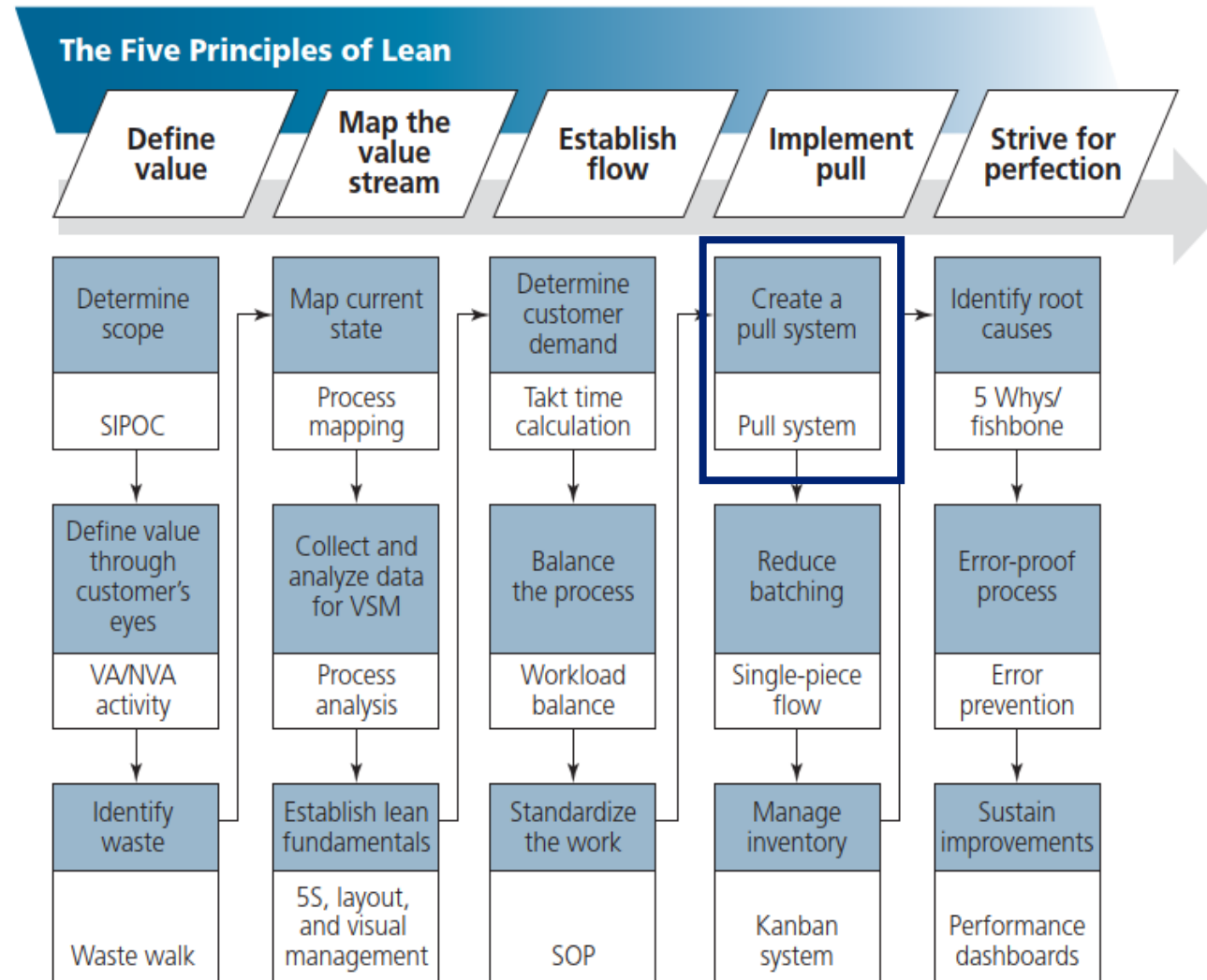


# Implement pull - Exercise

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2021-06-08

# Let's continue



# Customer-first or outside-in approach

Every team compiles what was said at the beginning as stress – missing points and lists them

- Problems
- Missing services:
- Complementary services:

# First time right (FTR)

List things the team things are doing wrong or can be better and they do not have the opportunity of doing it FTR

Poka-yoke, or mistake-proofing. Where the process could change to be more “Mistake proof”

# Heijunka & Just in time

**How can I Level the flux of persons? Put your ideas and if they are implemented and do not work why do you think they do not work**

# Jidohka

**Jidohka: If there is a problem, stop and think and check if you can solve it.**

**Think when this happened and if the situation could have gone better by stopping and thinking. Lessons learnt?**

# Andon

**Making quality problems visible (or drawing attention to quality problems) so that they can be addressed.**

**How you announce what is working and how you announce that is working**



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