





Kick-start for Continuous Improvement

Eveliina Vuoli

@EVuoli  Medium



My context,
development of
Automated and manual
terminal **software** systems
& New SaaS and cloud
based software products

Kalmar provides cargo handling
solutions and services to ports,
terminals, distribution centres and heavy
industry. We are the industry forerunner
in terminal automation and
energy-efficient container handling.

What is Continuous Improvement?

“Getting better in collaboration”

Eveliina Vuoli

“... is where all members of the organisation **work together** on an ongoing basis improving processes and reducing errors to **improve overall performance** for the customer.”

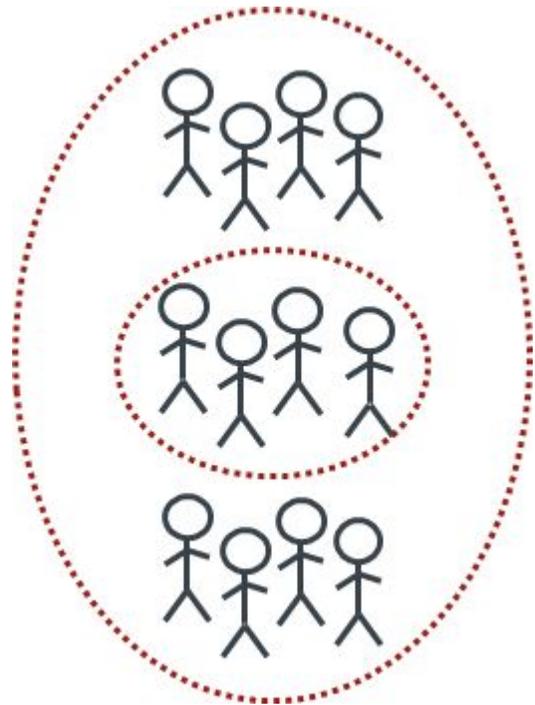
<http://www.filekadeh.ir/wp-content/uploads/edd/2014/02/2.pdf>

“..., sometimes called continual improvement, is the ongoing improvement of **products, services or processes** through **incremental** and **breakthrough** improvements.”

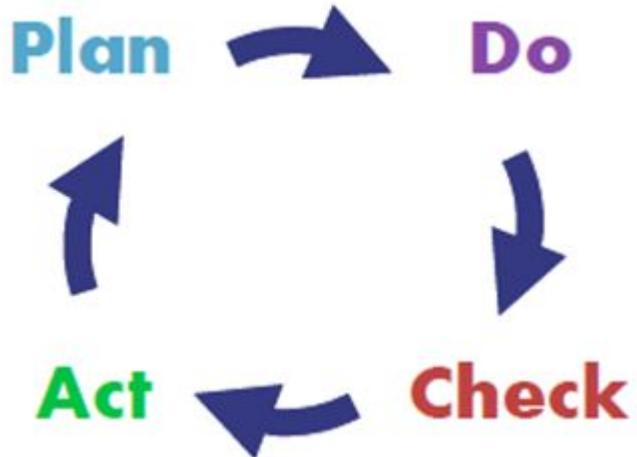
<http://asq.org/learn-about-quality/continuous-improvement/overview/overview.html>

Building Blocks for Continuous Improvement

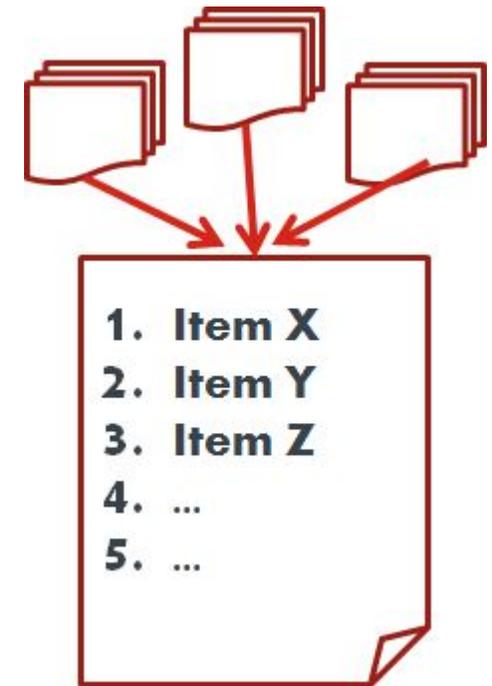
Scope



Deming cycle



Big picture



Who am I working with?

Selecting the Scope: Example

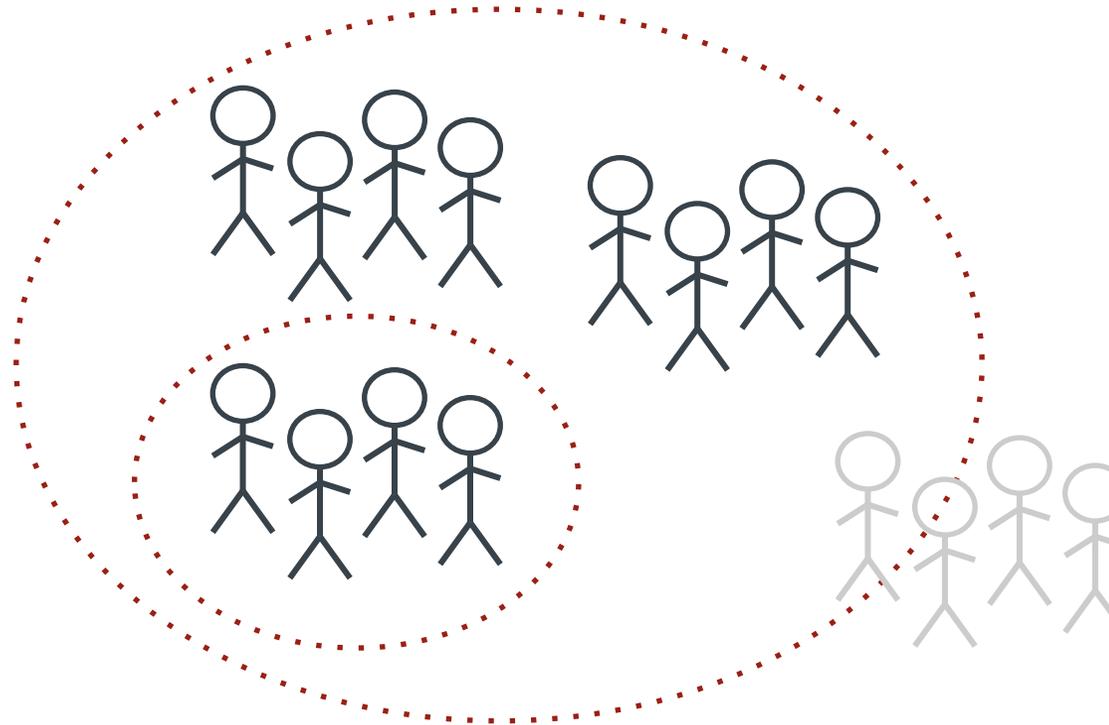


Delivering Customer Value

Selecting the Scope: Questions



Who are in the core team? Who are stakeholders?



What is the **product, service or process** I would like to improve?

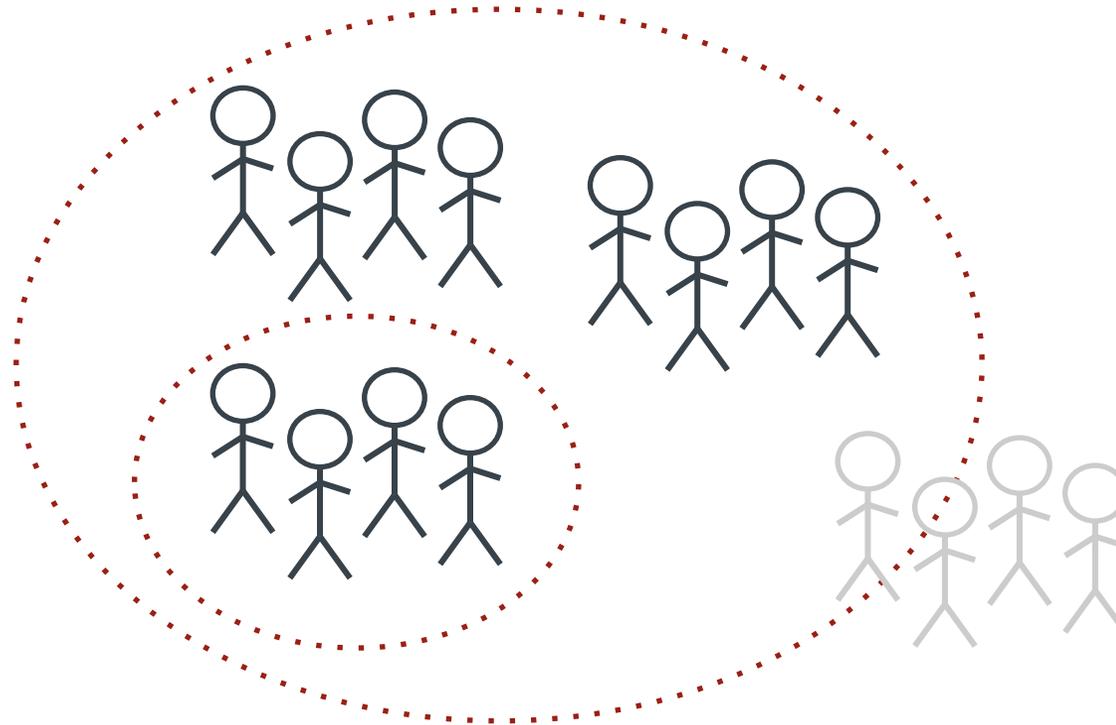


Who has the authority?

REFLECTION: 2-3 minutes PAIR DISCUSSION



Who are in the core team? Who are stakeholders?



*What is the **product, service or process** I would like to improve?*

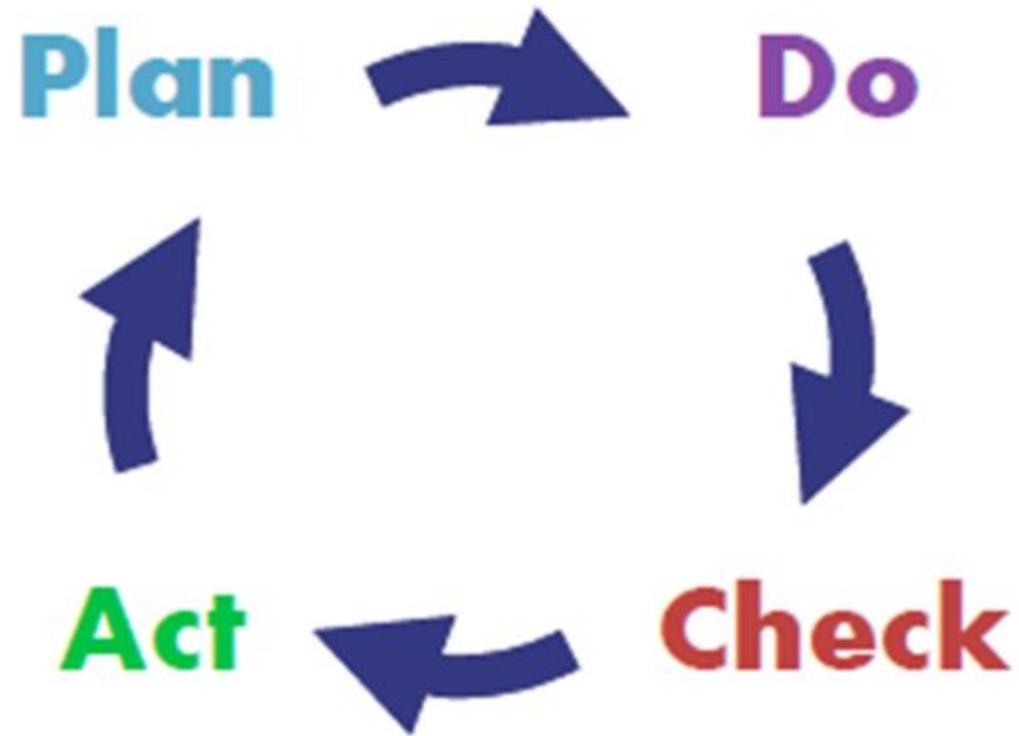


Who has the authority?

Which tool should I use?

PDCA Cycle – a.k.a. Deming cycle

<http://en.wikipedia.org/wiki/PDCA>

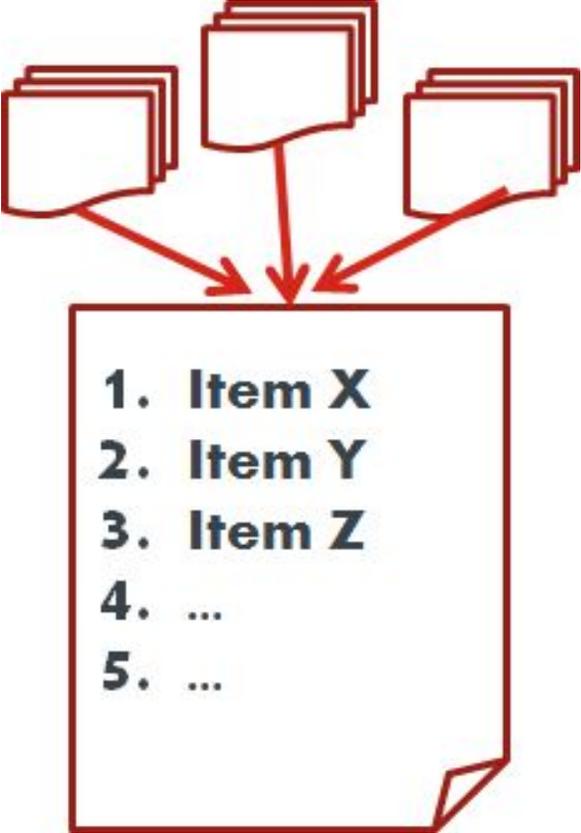
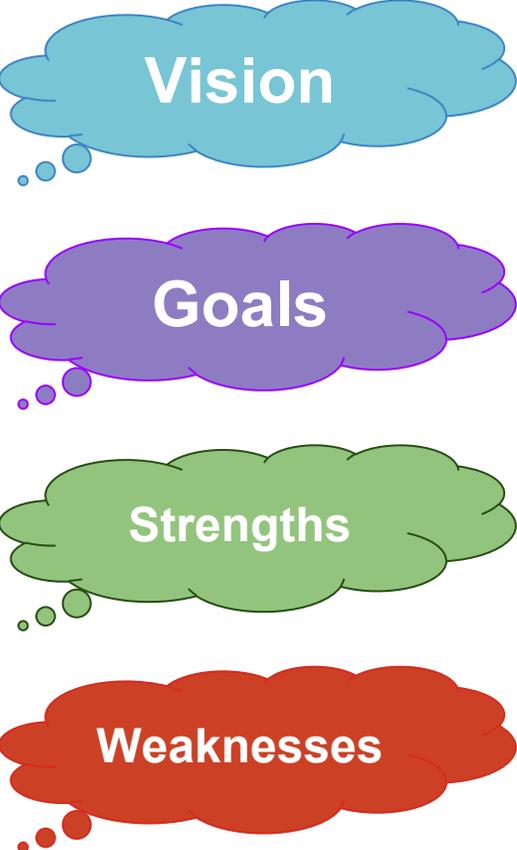


PDCA Cycle: Questions

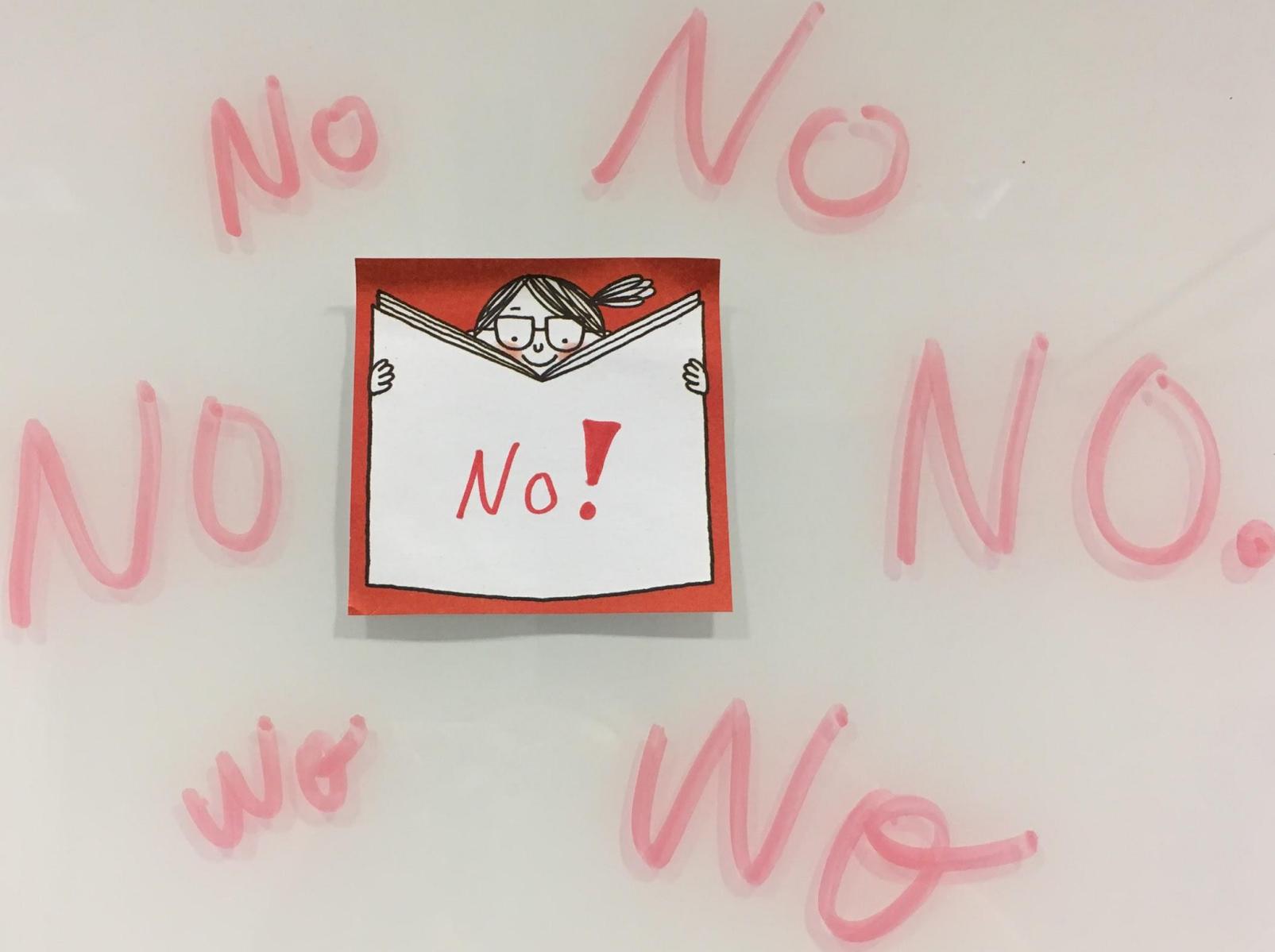


What should we improve?

Big Picture



Practice Saying...



Big Picture: Questions

Do we *know* our ...?

Vision

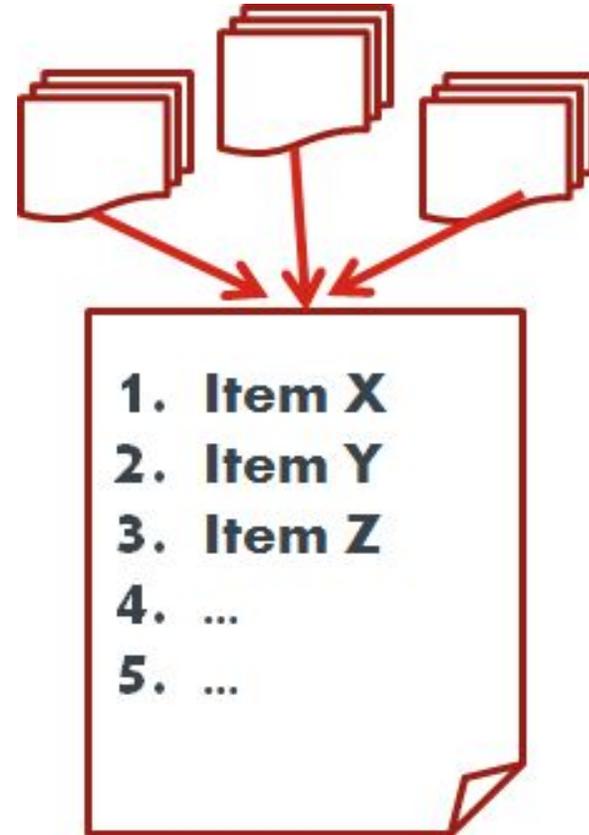
Goals

Strengths

Weaknesses



What is the *connection*?



*How many improvement actions can we do **at one time**?*

REFLECTION: 2-3 minutes PAIR DISCUSSION

Do we *know* our ...?

Vision

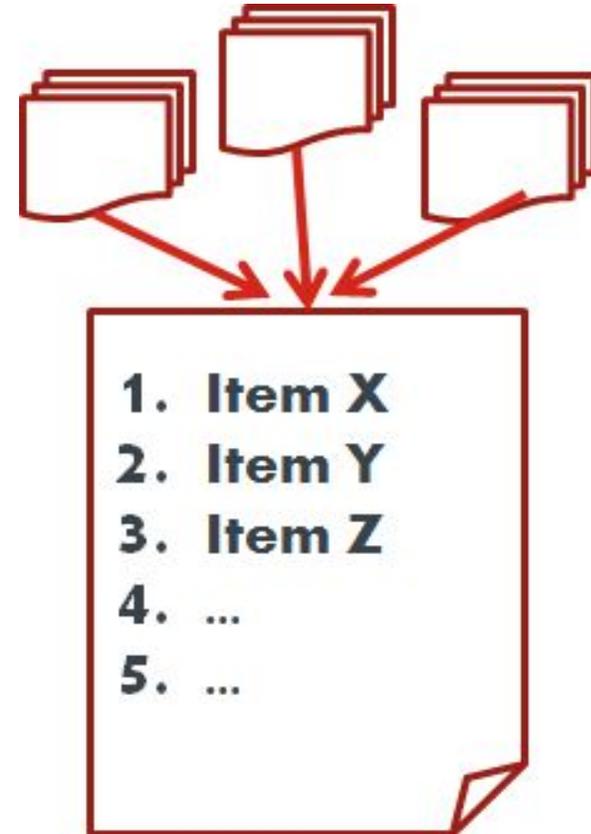
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What is the *connection*?

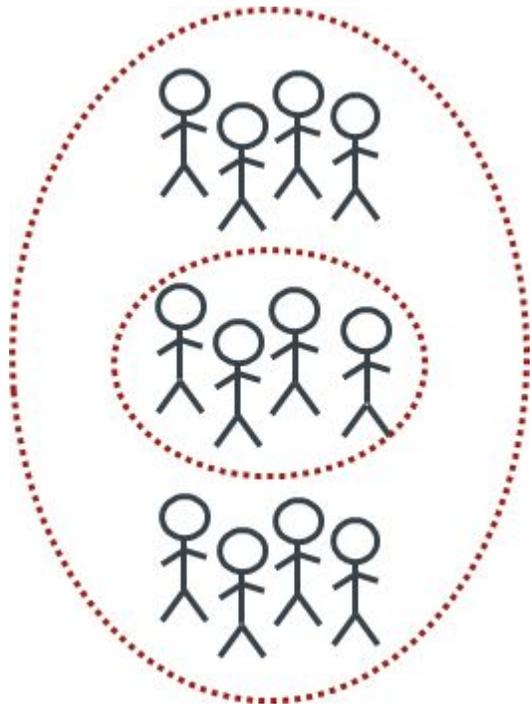


*How many improvement actions can we do **at one time**?*

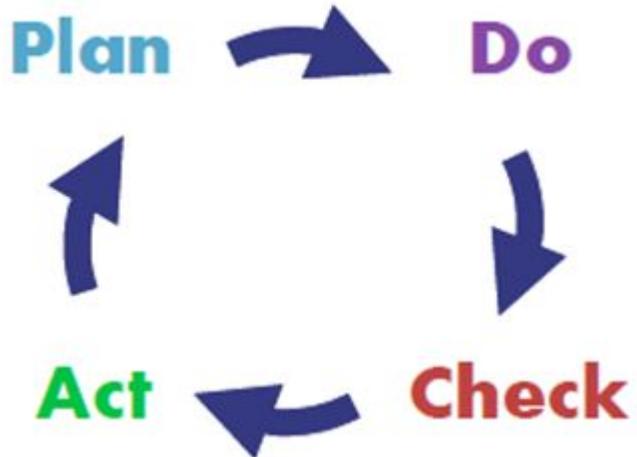
As a Summary...

Building Blocks for Continuous Improvement

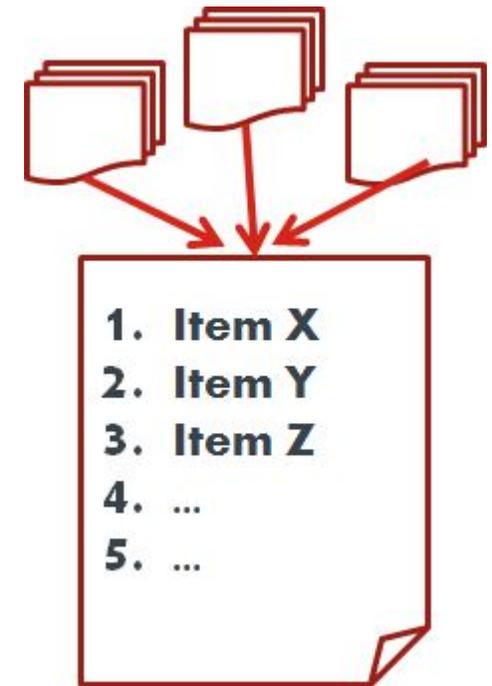
Scope



Deming cycle



Big picture



Questions?
Comments?

Making your every move count.