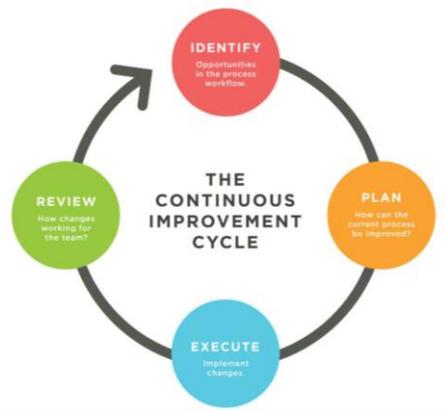


## SPOTLIGHT ON: PRODUCTION

# YOU'VE GOT MAIL

**WHAT IS LEAN?** Since Toshiba first developed the LEAN system in the 1980's, businesses across the globe have used the principles of LEAN to identify problems and improve their processes. And even though companies often add steps to the LEAN process to best fit their individual needs, the sequence below illustrates the core problem solving steps of LEAN. We'll use this simplified version to help you work through the following task.



- Step One:** **IDENTIFY A PROBLEM**  
*What process needs to be improved?*
- Step Two:** **MAKE A PLAN**  
*Then decide on a new strategy to improve*
- Step Three:** **EXECUTE**  
*Try out your new plan.*
- Step Four:** **REVIEW**  
*Evaluate results. Repeat the process if your problem still exists.*

**TASK:** You and your team work for a small greeting card company that makes cool cards using only 8-1/2 x 11 sheet of papers. **Business is picking up, and you've received an order for 10 cards.**

**IMPORTANT!** ALL cards from your factory (your team) must look the same! Your cards must include both a "Have a Good Day" message and illustrations. At first inspection, your teacher may ask for more details.

**STEP ONE:** Watch the following video to learn how to make your cards: <https://www.youtube.com/watch?v=YdCDKzjUEWk>

**STEP TWO:** Form your assembly line: Who will gather supplies, make the folds, draw on the paper, complete the assembly (finish the product)? Your team can decide your process i.e.: multiple people may be at a station.

**STEP THREE:** You will have **10 minutes** to figure out your process and practice making your cards.

**STEP FOUR:** Time to make your cards! You will have **5 minutes** to make at least **10 cards** for final production.

**STEP FIVE:** Time to **LEAN** in. How many cards did you make? Using the LEAN process, is there a way you can increase your productivity? You have **5 minutes** to decide on one area to improve your process.

**STEP SIX:** **Let's do it again!** You have **5 minutes** to implement your process and to make as many cards as you can in that time. The winning team will have the largest increase in consistent production.

**STEP SEVEN:** Evaluate your process. Was your team able to increase your production?

**MATERIALS:** Paper for your envelopes, pen/markers to decorate and paper to record your process.

**INNOVATION** → **CHANGE** → **OPPORTUNITY** → **SUCCESS**

In order to **grow** and **thrive**, businesses need to constantly be **thinking two steps ahead** of today. What **changes** are happening in their industry? What do their customers **want**? How can they **improve** their business processes and procedures? How can they **create a need**?