

### Improvement Teams

| Team role          | Individual profile   | Description  |
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| Executive champion | Senior organizational leader.                                    | <ol style="list-style-type: none"> <li>1. Supports project at high level</li> <li>2. Communicates with organizational leaders</li> <li>3. Removes roadblocks</li> <li>4. Works with process owner and lean facilitator to ensure that project momentum is maintained and results sustained</li> <li>5. Clarify charter, process boundaries and team objectives to team.</li> <li>6. Coordinate with required supervisors for availability of personnel.</li> <li>7. Provide team with motivation and required resources.</li> <li>8. Lay the groundwork for gaining approval by upper management to implement any team recommendations.</li> </ol> |
| Process Owner      | Supervisor/manager that oversees the process                     | <ol style="list-style-type: none"> <li>1. Has authority over process to be improved</li> <li>2. Facilitates implementation</li> <li>3. Sustains improvement.</li> <li>4. Ideally on the improvement team but may “drop in” frequently.</li> <li>5. Ensures that work being done is in line with departmental priorities.</li> <li>6. Helps to eliminate roadblocks.</li> </ol>   |
| Facilitator        | Staff member/consultant with experience/knowledge of improvement | <ol style="list-style-type: none"> <li>1. Owns the improvement process</li> <li>2. Provide structure for improvement process</li> <li>3. Facilitates a successful learning experience for all team members while achieving the teams goals and objectives</li> <li>4. Work with team leader organize agenda and team activities to achieve desired team improvement objectives.</li> </ol>   |

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|             |  | <ol style="list-style-type: none"> <li>5. Provide basic instruction and hands-on learning approach in improvement principles and techniques.</li> <li>6. Provide objective third-party input and challenges to team decisions, conclusions and recommendations.</li> <li>7. Serve as a technical resource to the improvement process.</li> <li>8. Encourage dissemination of information.</li> </ol> |
| Team Lead   | Respected staff member from the department   | <ol style="list-style-type: none"> <li>1. Project management duties</li> <li>2. Point of contact with Champion.</li> <li>3. Represents team to outside organizations</li> <li>4. Work closely with facilitators to see that all reporting requirements and team objectives are fulfilled.</li> <li>5. Responsible for keeping project on track.</li> <li>6. Calls and leads meetings.</li> </ol>     |
| Team member | May draw from anyone affected by the process | <ol style="list-style-type: none"> <li>1. Assisting in achieving the team goals and objectives.</li> <li>2. Participates in all activities.</li> <li>3. Contribute process knowledge and expertise.</li> <li>4. Help identify appropriate metrics.</li> <li>5. Provide ideas and creative input.</li> </ol>  |
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