

DIGITAL
UPGRADE
of tools

BACK IN 2016

FIRST CHOICE

PROGRAM

WAS REACHING



ENGAGEMENT

FOCUS SHIFTS

FROM "EXPERTS"

TO "EVERYBODY"

**EVERYBODY.
EVERYDAY.
EVERYWHERE.
A LITTLE BIT BETTER**

FIRST CHOICE

DIGITALIZATION

IS NEXT

“HOT TOPIC”

FOR THE GROUP



CHALLENGE #1:

DISTRIBUTE MATERIALS



AVAILABLE
TO DOWNLOAD
TO ORDER

First Choice in general



Customer Brochure



Pocket Guide



First Choice Presentation



First Choice general Roll-Up & Posters



First Choice general Stickers



Core Tools



GEMBA Clipboard, Notebook, Cards & Board stickers



Performance Dialog Sticker Kit & Core Tool Stickers



Promotion & Training



Lanyard



First Choice Cup



Postcards



News & Communications



Material Webshop crazy discount!

14th January 2019

To help you to get ready for the FIRST CHOICE week we set our prices to 0 (Z-E-R-O) for a limited time during January. A few packages with FIRST CHOICE branded give-aways can be sent to your location for free. Add our bundled order to the basket - ... [Read more](#)

Notifications

Your order 2019010498 has been app
5th March 2019, 16:54 - Order status cha

Your order 2019010351 has been app
5th March 2019, 16:54 - Order status cha

Feedback

CHALLENGE #2:

TRANSLATE TO DIGITAL

DIGITAL EDITIONS:

Translating TIMWOOD to the Digital Language

Classical Digital



(T) Information Transport
Documents travelling around,
Irrelevant shares



(I) Inventory
Double storage of the data,
unfinished work in progress



(M) Motion / Searching
Searching for information,
different places in systems

Classical Digital



(W) Waiting
Slow system response, not
available digital tools



(O) Over information
Huge mailing lists, missing
priorities, old systems & software



(O) Over processing
email-waste, unnecessary formats,
reports for no reason



(D) Defects / Errors
Wrong or incomplete information,
system failures

DIGITAL EDITIONS:

Adapting Performance Dialogs to Online Collaboration

PERFORMANCE DIALOG BOARD

Tuesday, 04 September, 2018 13:05

Team name / Function: **name of the function** Last update: **September 4, 2018**

FIRST CHOICE

#1 TEAM

Name	Mood			Absence		Workload	Notes
	Happy	Average	Sad	Sick-leave	Vacation	%	Text
Name	<input type="checkbox"/>						
Name	<input type="checkbox"/>						
Name	<input type="checkbox"/>						
Name	<input type="checkbox"/>						

#2 PERFORMANCE

KPI name	Comment	KPI

#3 IDEAS & ACTIONS

Problem	Root cause	Solution	By who	By when	Status

#4 NEWS & UPDATES

Date	Upcoming event	Other important information

Platform



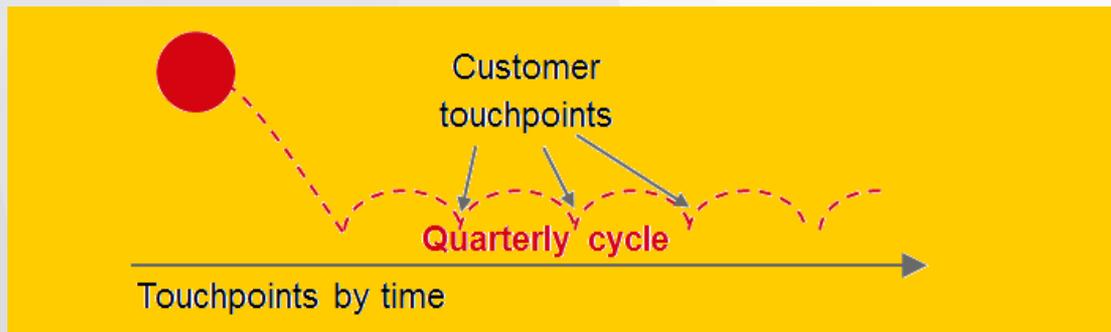
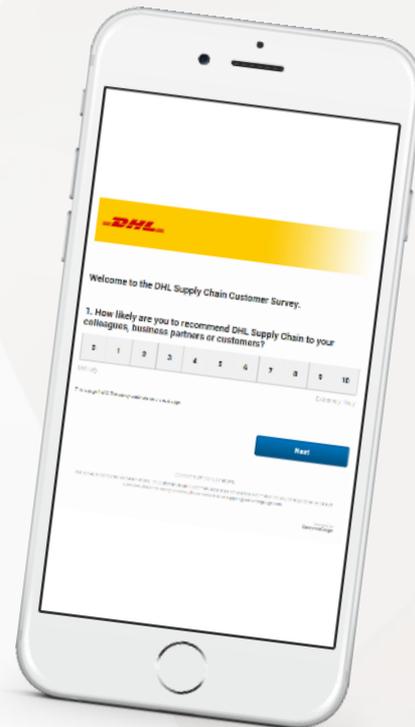
Templates



DIGITAL EDITIONS:

Improving Customer Loyalty with NPA online surveys

- Short quarterly online survey
- Immediate follow-up with the customer
- Higher transparency on customer loyalty and improvement areas



CHALLENGE #3:

CONNECT VIA MOBILE



GEMBA APP

Manage Improvement Walks on your mobile

- Plan, Conduct and Follow up Improvement GEMBA walks
- Invite colleagues, take pictures, write observations notes, assign actions
- Download reports using Web interface



PERFORMANCE DIALOG APP

Conduct guided Performance Dialogs visits

- Conduct a structured Performance Dialog & complete maturity checks
- Get assistance from your closest First Choice expert
- Follow up with arising issues
- Form new CI habits



PROBLEM SOLVING APP

Drive structured Problem Solving activities

- Define problems
- Identify Root Causes using 5Whys technique
- Brainstorm possible solutions and evaluate
- Translate into actions and execute

Digitizing CI Tools:

What to be aware and consider?

Constant user feedback

- At every stage of the project and after
- Run proper UAT to assess mobile app
- Direct support email / contact for issues and improvement ideas
- Solutions have to serve the purpose



Digitizing CI Tools:

What to be aware and consider?

Right team for development

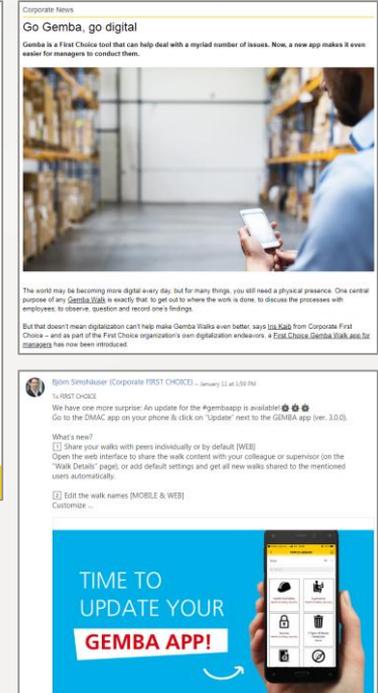
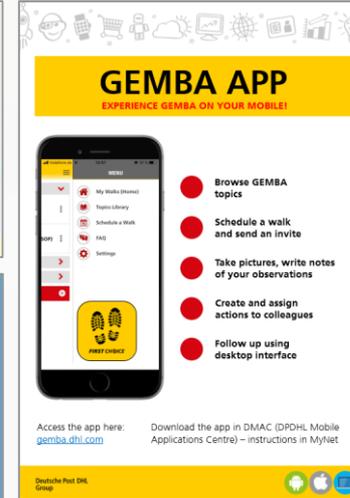
- Choose experts based on the portfolio (in-house or outside)
- Share the business perspective with the team
- Keep focus on beautiful & simple User Interface (UI)



Digitizing CI Tools: What to be aware and consider?

Communication is highly important

- Plan marketing activities to bring colleagues to the app / let them about a new “suit”
- Combine the channels and formats (online + offline, visual + audio + text, etc.)



GROUP EXERCISE:

Tools & task description

5S

a workplace organization method

Task for Group 1 & 2:

Create 5S Digital Edition
(apply the tool to the “computer”
environment)

Voice of Customer (VoC)

represents specific customer feedback
coming from various sources

Task for Group 3 & 4:

Create VoC Mobile App
(think about concept,
functionality and screens)

GROUP EXERCISE:

Output (1/5)

1

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL Group

TEAM SHARE DRIVE

SORT		Delete unnecessary data	Good folder structure 7-7-7	Decide on labels & logic
SET IN ORDER		Move files into folder structure	Set labels or hashtags	
SHINE		Archive old data		
STANDARDIZE		One version = latest version	Standard file name logic	All on Sharepoint
SUSTAIN		Delete & Archive unnecessary data	Folder/# owner	

3

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL Group

SORT		Beschreibung	Beispiele	Nachweis	Beendigung Arbeitsschritt / Status
		Aussortieren von Unnutzigen	- Alle Berichte - Alle To-Do Listen - Doppelte / Infos überflüssig	- Werbung - Anfälle - Beschädigte Hardware	<input checked="" type="checkbox"/>
SET IN ORDER		Ordnen / Sortieren von Arbeitswerkzeugen	Ablage / Schaffung Struktur	- A -	<input checked="" type="checkbox"/>
SHINE		Putzen			<input type="checkbox"/>
STANDARDIZE		Einheitliche Ordnungsstrukturen			<input type="checkbox"/>
SUSTAIN		Follow-up Check mit Abteilung			

GROUP EXERCISE: Output (2/5)

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL Group

SORT	1	Emails - SPAM - Eigene, Cc	Datenien	Desktop
SET IN ORDER	2	Ablagen definieren	Ordner-Strukturen aufbauen	Favoriten ablegen
SHINE	3	Clean Desktop	löschen von	
STANDARDIZE	4	Reduzierung Standards	Regeln (Guidelines) festlegen	Nomenklatur & Hierarchie Berechtigung Speicherplatz begrenzen
SUSTAIN	5	Änderung & Shared Verantwortung festlegen	Digital WP-Umfrage	Analyse - Tool / Alter d. Daten Schulung Audit

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL **2**

SORT	1	links	contacts	contacts	desktop links	algorithm	best practice
SET IN ORDER	2	winning	important				
SHINE	3	clean desktop links					
STANDARDIZE	4	Structure	responsibilities				
SUSTAIN	5	2 still necessary	document				Share with the group

GROUP EXERCISE: Output (3/5)

1

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL Group

in different tools

- 1 SORT** - Sort files and delete not needed ones
- Overview / Common Database
- 2 SET IN ORDER** - Combine / Set Groups
- Automated set in order using keywords
- Set Document meta Data
- 3 SHINE** - Set rules to keep folder structure
- Cleanup notification (for outdated Documents)
- 4 STANDARDIZE** - Create common database (Sharepoint...)
- Use Corporate layout / Same Look & Feel
- Use standard communication templates (Email, ppt...)
- 5 SUSTAIN** - Centralized Update
- 5S KPI/Audit

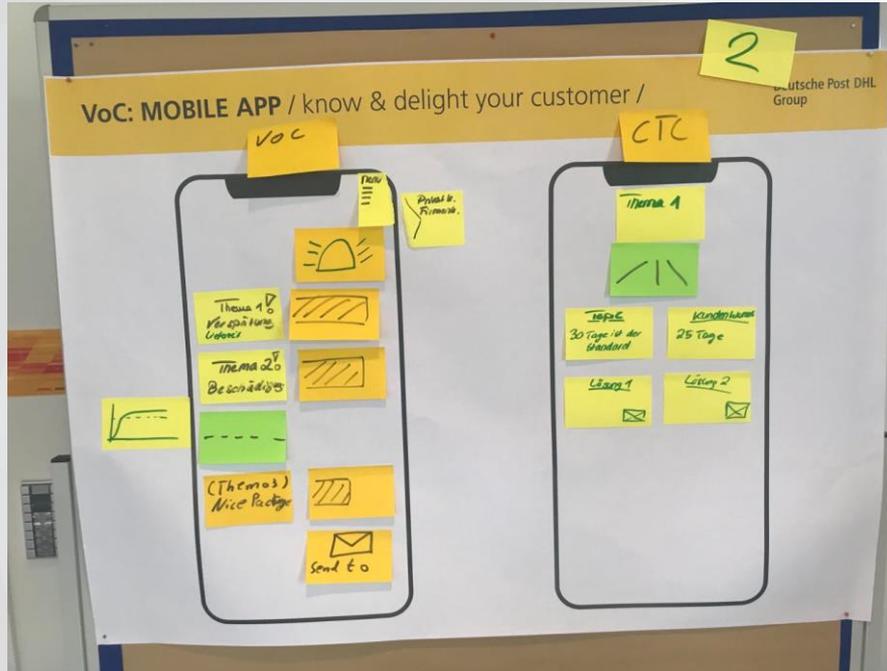
2

5S: DIGITAL EDITION / a workplace organization method / Deutsche Post DHL

e.g. email

- 1 SORT** - define rules
acc. to topics, importance
- 2 SET IN ORDER** - delete "waste" & spam
set-up of folders, meta-data
- 3 SHINE** - active input control
unsubscribed...
tidy arrangement of surface
- 4 STANDARDIZE** - commitment to rules
- 5 SUSTAIN** - frequent review
rules, structures, ... still applicable?

GROUP EXERCISE: Output (3/5)



THANK YOU!