



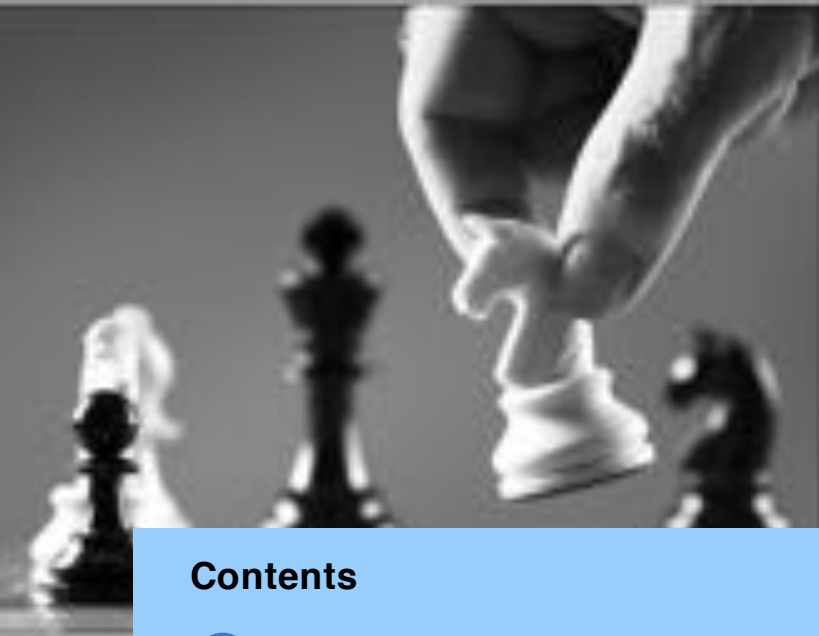
How to Choose an Improvement Platform

Engage. Accelerate. Sustain.

KaiNexus

Introduction

Of all the decisions that business leaders make, the choice to embrace a culture of continuous improvement is probably the easiest. After all, who doesn't want their employees to be engaged in systematic positive change?



A strategic decision.

Choosing the right technology to support improvement is likely a more difficult task. There just aren't very many people who are experts at selecting, purchasing and implementing new continuous improvement software platforms.

This eBook will help.

Contents

- 1 What are the benefits of continuous improvement software?
- 2 What types of organizations benefit from this type of solution?
- 3 Who should engage with improvement technology?
- 4 Why not just use a suggestion box, Excel, or huddle boards?
- 5 Continuous improvement software feature checklist
- 6 How to evaluate vendors and choose the right partner
- 7 How software supports popular improvement techniques
- 8 Implementation best practices

We hope that you'll consider the KaiNexus solution, but even if you don't, this guide will cover all of the information you need to make an informed selection and get your implementation started off right.

Chapter 1 |

Continuous Improvement Software Benefits

Organizations that deploy a technology solution designed to support, document, and align continuous improvement efforts gain big advantages over the competition.

Every organization, in every industry, wants to improve. We all want to reduce costs, improve customer satisfaction, become more efficient, and find new ways of generating revenue. The difference between organizations that are successful at achieving these objectives and becoming better over time and those that are unable to sustain progress often comes down to the structure upon which improvement initiatives are built. Here is a look at a few of the most important benefits of improvement technology.

1 Leaders Get a Real-time View into Improvement Activities

The continuous improvement approach is centered around daily, incremental changes. In most cases, these projects don't require executive-level intervention. Problems with workspace organization, inefficient forms, or sloppy data entry aren't likely to land on the CEO's desk. But, in a twist of irony, small problems such as those are exactly the type of problems that continuous improvement resolves. With a software solution in place, leaders get a view into how issues like these are being tackled by the team. There is great value in knowing what types of problems are identified, who is working to resolve them, how quickly those projects are moving through the pipe, and the impact they have on the company.

2 Company and Individual Goals are Consistent and Aligned

Many leaders go through a strategic planning process, developing a vision for where the organization will be three to five years. In order to get there, everyone needs to be moving in lock-step, working toward the same high-level objectives. Continuous improvement software sets up the structure for leaders to cascade goals from the C-suite down to the front line. Everyone has a clear understanding of how their work relates to the organization's overall goals, and team and individual performance evaluation is driven by those same objectives. When everyone is aligned around the most important purposes, decision making is easier and opportunities for improvement become more obvious.



3 Leaders Can Influence Culture

Corporate culture is an interesting thing. Every organization has one, even if it isn't intentional. The goal of many leaders is to infuse the culture with improvement-centric thinking and the willingness to engage. This isn't easy because culture can't be dictated. It is the sum of all of the cues people receive about what "normal" behavior looks like. Continuous improvement software serves as a culture dashboard. Leaders can see which people, teams, and departments are embracing the approach and effecting positive change. They can also pinpoint where additional training, coaching, and encouragement are needed.

4 The Effort and Investment Underscores the Importance of Improvement

You probably have software to manage every other important aspect of your business. Sales is likely run on a CRM, the finance team certainly has an accounting system, and there may even be multiple tools running HR. That's because these core business functions are essential and must be well managed. Improvement work is no different. When leaders invest in technology, they send a clear signal to everyone that this is not a passing fad or the management mode of the week.

"KaiNexus has given us a vision of what's going on across our organization that we've never had before. This transparency brings more opportunities for improvement, more work that we could be doing, more coaching that we could be doing. Now we know where to go to do that coaching."

- Tania Lyon, St. Clair Hospital

A technology investment gives your team confidence that the organization is willing to put financial resources to work making individuals successful at managing waste reduction and improvement projects.

5 Employee Recognition is Made Routine

Continuous improvement requires people to step out of their comfort zone and look at problems and processes in a new way. This can be uncomfortable, especially when the approach is new, and the culture hasn't been developed yet. The best way to reinforce the benefits of daily improvement and to get people excited about the possibilities for individual growth and career development is to recognize the people who get engaged and take risks.

6 You Can Quantify the Impact of Improvement

Embracing continuous improvement is a big deal. It will change the principles on which your organization operates and impact the daily work of every member of the team. Therefore, it is essential that leaders quantify the impact of improvement work and prove to employees, investors, boards, and others that the effort has been worth it.

Improvement management software helps you quantify the result against your organization's key performance indicators like reduced expenses, improved customer satisfaction, higher quality scores, and increased revenue.

Importantly, improvement software also tracks softer (but no less important) impacts, such as quality, safety, and customer, patient, and staff satisfaction.

7 Software Creates One Version of the Truth

Email is great as a platform for reminders but doesn't give people one place to go for real-time information. Spreadsheets are fine for keeping lists, but they are a passive and easily damaged source for data. Improvement management software is an alternative that gives everyone on the team one place to go for the latest updates. Everyone is on the same page because they are looking at the same information no matter where they are or what time it is, not some email message or file that may be out of date.

8 Active Management Accelerates Improvement

Improvement software keeps managers informed about the progress of each project so that they can coach the team or remove obstacles when needed. Each person knows when a task is assigned, or a due date is missed.

"In the last couple of months, we've seen our rate of change start to accelerate. And we've seen month over month an improvement in the rate of improvements coming in. That's been really great to see."

- Matthew Cannistraro, JC Cannistraro

9 Meetings are more Meaningful

We've all been to enough meetings to know that many of them are not the best use of time. Why? Because without a clear agenda and visual clues about what should be discussed, they often devolve into a deep dive into one issue, or veer away from improvement work all together. Too much time is spent on status updates, and too little is devoted to action items. Improvement software helps make meetings more useful in a number of ways. Everyone can get up to speed on the current status of projects before the meeting because it is all documented in the solution. People can constructively participate from anywhere because the information is all online. More time can be devoted to discussing challenges and next steps because the details are right at everyone's fingertips.

10 A Repository of Knowledge is Created

Improvement software serves as a collection point for all information about opportunities for improvement and implemented projects. Teams can learn from past results and repeat what works and avoid prior mistakes. New employees can quickly come up to speed and important knowledge isn't lost when people change roles or leave the company.

11 change Management is More Consistent

Sometimes people get too excited about the idea of improvement and start making changes that they suspect will lead to better results without a consistent process or proper documentation. That can lead to changes that do more harm than good, or improvement that is impossible to quantify. Improvement software helps solve for this by creating a consistent process for implementing change for the entire organization.





Chapter 2 |

What Types of Organizations Need an Improvement Platform?

We are often asked, “What kind of businesses need improvement software?” Our standard answer is that businesses in every industry including healthcare, construction, high tech, engineering, and even higher education benefit from improvement software. And that’s true, but the industry labels tell only part of the story. Improvement is industry agnostic, but there are certain business conditions under which software support can have an enormous impact.

1 Businesses with Multiple Locations or Remote Workers

These days people frequently work from home and many businesses have multiple locations or worksites. One of the biggest advantages of improvement software is that it makes it possible for people to contribute to improvement and collaboration from where ever they happen to be. Practices like physical idea boards don't make much sense for distributed workforces, but with improvement software they can be effectively leveraged without the need for in-person encounters.

2 Businesses with Ambitious Long-Term Goals

The key to achieving breakthrough, game-changing goals (usually in the three to five-year time frame) is organizational alignment. Every person from the CEO to the front-line employees must understand the objectives and know how their work supports the goals. Decisions about which improvements should be implemented need to be made with the goals in mind. Improvement software allows leaders to cascade goals down through the department, team, and individual levels. It also gives everyone insight into how much progress is been made.

3 Businesses with Tight Margins and Stiff Competition

When every penny counts, and someone is always standing by to take your customer away, eliminating waste is the key to survival. Retail, construction, and manufacturing spring to mind. Improvement software helps employees target wastes like transportation, motion, over-processing, over-production, waiting, inventory, defects, and wasted human potential. The ideal goal is a production system where every element adds value to the customer. Improvement software allows every worker to identify opportunities to improve incrementally and reduce waste.



4 Growing Businesses

Practices that work well for small teams can quickly become unwieldy when the organization starts to grow. Improvement management software offers a platform to create consistency and alignment no matter how big the team becomes. The other advantage for growing businesses is that it offers a way to ensure that new employees are engaged in improvement.

“Three years ago was around the time that people really began to talk about highly reliable organizations, and to be highly reliable you needed this very robust process improvement platform.”

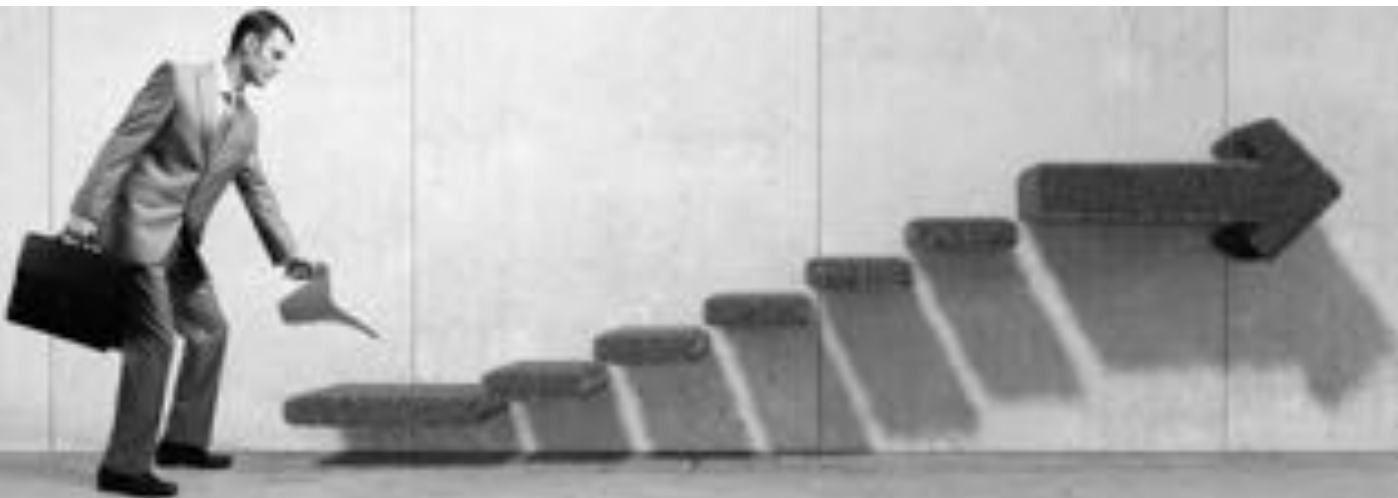
- LeaAnne Teague from Our Lady of the Lake hospital

5 Organizations with a High Cost of Failure

Sometimes called “High Reliability Organizations,” these are organizations where defects risk more than an economic cost. Healthcare, energy, airlines, and emergency services are all examples of organizations that must perform, or people’s lives may be at risk. These types of organizations take extreme measures to avoid defects and to implement corrective action when they occur. Improvement software streamlines preventative and corrective actions, ensuring that systems and processes work optimally every time.

6 Organizations That are Dedicated to Employee Development

The great thing about improvement software is that it gives every employee the opportunity to be a leader. By submitting ideas for improvement and becoming engaged, employees can expand their skill set and step out of their comfort zone. With lots of improvements to manage, more people can be given the chance to spearhead a project or facilitate an improvement event. Another advantage is that leaders can easily broadcast successful improvements and recognize people who are causing positive change.



We don’t mean to sound flippant when we say that almost every business can benefit from improvement software, but there aren’t too many out there that don’t fall into at least one of these categories.



Chapter 3 |

Who should engage with improvement software?

The continuous improvement methodology is meant to impact every corner of the organization. That's why it makes sense to consider each role and understand the technology needs across the board. The goal is to get as many people actively engaged in improvement as possible and to supply them with the tools they need for success. Here's how continuous improvement software can help you engage your workforce at every level:

1 Executive Leaders

The one thing that all effective improvement programs have in common is active and engaged executive leaders. Only top-level leaders can create the culture that is necessary for improvement to thrive. They set the example, provide the resources, and ultimately determine the direction of the company. Improvement software provides leaders with an overview of improvement and impact, empowering them to track progress toward strategic goals and contribute in real-time. It also frees them from mundane administrative tasks like managing spreadsheets, presentations, and reminders.



2 Managers and Supervisors

When it comes to the day-to-day culture and impact of continuous improvement, managers and supervisors are critical to success. They have the responsibility for coordinating all improvement work and deploying improvement techniques such as Catchball, value stream mapping, 5S, and so forth. Managers are tasked with coaching team members, ensuring that Standard work is in place and up-to-date, documenting the results of improvement work, and deciding which opportunities for improvement to implement. Improvement software keeps managers engaged by giving them greater visibility into improvement and the platform they need to coach and communicate more effectively and efficiently.



3 Front Line Employees

The people who perform any process are the people in the best position to spot opportunities for improvement, make suggestions for positive change, and implement those changes. If you don't have front-line employees involved, you will miss most of the benefit of continuous improvement. Technology is the key to active engagement of every employee, allowing them to participate in improvement with minimal interruption to their daily work.



4 Human Resources

It might seem odd to call out HR, but human resources serves a vital function in an improvement culture. The ability to adopt the CI mindset and adhere to its principles should be a key criterion in hiring new employees. HR is also often tasked with employee on-boarding and training so that they can put improvement work front and center. HR should also be involved in employee performance management, another opportunity to recognize and reward employees who actively engage in positive change.



5 Subject Matter Experts

It is likely that there are people in your organization who have specialized, in-depth knowledge about specific topics. These subject matter experts are a valuable resource when it comes to lean. Teams shouldn't always defer to the experts, but their wisdom and experience should be made available when needed. Improvement technology makes it easy to engage your SMEs even if the opportunity calls for cross-functional collaboration.

Chapter 4 I

Why Not Just Use a Suggestion Box, Excel, or Huddle Boards?



Organizations have been practicing improvement since the beginning of time, so it makes sense that in the era before software designed for the purpose people made the best with the tools they had available. Three of the most common that are still widely used are suggestion boxes, Excel spreadsheets, and huddle boards. While each has some appeal, a closer look reveals why opting for these tools instead of a well-designed improvement platform is a mistake.



Suggestion Boxes

A suggestion box is a way to gather employee ideas for improvement. If you have a physical suggestion box hanging on the wall somewhere, think about the barriers to submitting an idea. The employee must be in the office, with a pen, and a piece of paper, and have the time and inclination to mosey over and drop in their thoughts.

An electronic suggestion box certainly makes it easier, but the real problem is the idea of a box. Why do we put things in boxes? We put things in boxes to store them. When do we put things in boxes? We put things in boxes when we are not using them. Think about what the box metaphor signals to your team. Boxes are passive. They contain things, they don't do things. The last place I'd want to put my best idea is in a box, be it physical or digital.

Suggestion boxes were born in a time when management alone was responsible for solving problems and implementing improvements. It made sense then that employees would anonymously deposit ideas into a box and then hope for the best. That's not how modern employees think. They want to be in on the action and take the lead when it comes to positive change. In the best performing companies today, everyone is empowered to improve, not just management.

Excel

When we chat with people about how their organizations currently manage improvement work, the two most common answers are “We don’t,” or “Excel.” Excel is among the most widely used business applications on the planet. It is flexible, has a ton of useful features, and it does math! But for the purposes of improvement management, Excel poses a number of problems.

Spreadsheets are passive. They just sit on a PC or online until someone has the thought that they want to engage with them. They don’t reach out and grab users or remind folks that deadlines are fast approaching

Wondering who changed the data in cell D37? With Excel, you are out of luck. There is no audit trail to tell you who did what and when. There is no way to go back and look at what a value was on a certain date.

Keeping everyone on the right version of a spreadsheet is a nightmare. How many meetings have you seen go off the rails because someone in the room had the wrong version of the spreadsheet? Even if you used a shared drive or host your spreadsheet online, it is impossible to keep people from downloading their own version or emailing it around, creating potentially dozens of copies.

"Spreadsheets" is meant to be a lonely business. Excel was not designed for multiple users. Even online versions, which may allow two people to edit at the same time, don’t have full collaboration capabilities.

Finally, Excel is not mobile friendly. We suppose one can open a spreadsheet on a mobile device, but it isn’t a pleasant experience. Be honest, if you found an opportunity for improvement and the only way to report it at that moment is to open up a spreadsheet on your phone and type it in, would you? Neither would we.

“We knew we couldn’t build something, we had a tool we couldn’t scale, and so in a bit of a panic we were [hoping to find] somebody out there who can help us. And we were really grateful to find KaiNexus.”

- Ben Whitaker, Mohawk Fine Papers



Huddle Boards

Analog huddle boards were developed to serve the important purpose of visualizing the progress of improvement projects. At specified intervals teams gather to discuss opportunities for positive change and work together to remove any impediments to improvement. Conceptually, physical huddle boards have a lot going for them. They visualize work, promote team collaboration, and place a focus on improvement. All good stuff. But there are some significant challenges with this approach.



Teams are meant to gather around the board every day to review their progress and update the board as needed. But what happens when you have team members who work in another location or remotely?

Once a project is completed, what happens to that card on your Huddle Board? In most cases, it gets taken down and filed away somewhere. That makes it very difficult to accurately track its impact over time – or to make sure that others have access to (and accurately implement) the improvement.

Analog Huddle Boards don't provide much insight to executives and other leaders about what is happening on the front lines. It's impractical for them to walk from board to board in every department of the organization, and impossible to easily synthesize all of that information. However, the information contained on boards could be very valuable if available online.

Chapter 5 |

Continuous Improvement Software Features Checklist

We've covered the reasons to consider implementing improvement management software and addressed the problems with common alternatives. Now it is time to turn to the list of critical features to look for as you evaluate each solution.



1 Impact, Activity & Engagement Reports

One of the most important responsibilities of continuous improvement leaders is understanding the health of improvement throughout the organization. Improvement software should give instant insight into the people, teams, and departments that are engaged in improvement and calculate the impact of those efforts.

2 Visual Management

People understand visual information far more quickly than text. A digital platform for visualizing improvement projects and results ensures that people stay connected to the work and each other no matter what time it is or where they happen to be. Whenever someone needs information about the state of a project or process, it's available on any device.

3 Strategy Deployment

Improvement efforts shouldn't happen in a vacuum. They should be tied to the strategic goals and objectives of the organization. The best improvement management solutions allow the strategy to cascade throughout the organization so everyone understands how their work relates to the larger goals.

4 Top-Down & Bottom-Up Improvement

One of the core principles of continuous improvement is that everyone should be involved. Sometimes great ideas come from front line employees, others start with the C-suite. Choose software that provides structure to improvement no matter where it starts.

5 Support for Multiple User Types

The needs of people vary based on their role. Executive leaders and individual contributors have different information needs and permissions. That's why you want software that tailors the experience to the needs of each user.

6 Workflow with Smart Notifications

Notifications and alerts via email help keep people engaged and on track with their improvement projects. They let managers know when tasks are completed, or deadlines are missed and ensure that action is taken to sustain improvement momentum.

7 Opportunity Submission via Email

While it is a best practice to encourage employees to log into your improvement platform as often as possible, sometimes it makes more sense for someone to simply submit an opportunity for improvement via email. This helps ensure that no opportunities will be forgotten or ignored.

8 Configurable Improvements & Projects

There is no cookie cutter for improvement projects. Different organizations approach improvement work in unique ways and the path to improvement can vary from project to project. Look for a solution that is flexible enough to meet every need.

9 Class & Certification Tracking

It is quite common for organizations that practice continuous improvement to have a structured approach to employee training and development. Make sure that your software allows you to track the classes and certifications of the team.

10 Data Encryption/SSL

Data security should be a central concern for any software solution you consider. It is particularly important for improvement software because it will probably contain sensitive data that you want to protect. Look for a solution that uses secure web pages with data encryption.



11 Cross-Functional Team Collaboration

Many of the improvement projects that have the most significant impact involve cross-functional collaboration. That's because process breakdowns often happen when work is transitioned from one team to another. Choose improvement management software that supports collaboration across functions and unifies the organization on one common platform.

12

Mobile Applications and Device Independence

Improvement work is not confined to the desktop and your improvement software shouldn't be either. The best solutions on the market offer Android and iOS apps and will work beautifully on tablets or phones.

13

Expert Support

Software features are important, but so is the vendor's ability to help you achieve success. Make sure that you pick one with expert support services available. If you will be assigned a dedicated account manager, that's even better.

14

Online Documentation and Video Learning

Most users prefer a self-service approach when using software, so look for a solution with an intuitive knowledge center complete with video training so that you can bring new team members up to speed quickly.

15

Robust Search Capabilities

The ability to search the knowledge repository for past projects is essential to making sure that the information is used effectively to build on past successes or avoid mistakes.

16

Success Broadcasting

Improvement culture takes off when people celebrate and announce success. Success broadcasting is a feature you'll want to be sure is included in any solution you consider.



Chapter 6 |

How to Evaluate Vendors

All of these features are critical, but there are some other vendor selection considerations as well. We recommend paying attention to the following.



Was the solution designed as an improvement management system, or was it built for something else?

Improvement management software is gaining traction in a much broader set of organizations than ever before. This has caused some vendors to market product management tools that were not designed with improvement in mind as improvement technology. We recommend approaching these kinds of solutions with caution. You'll have much better luck with one that was designed for this specific purpose.

Will I get help with the implementation and ongoing support?

We recommend limiting your search to vendors who will provide you with a dedicated account manager to ensure your success. You should have help during configuration and set up and ongoing email and telephone support.

Does the vendor have similar customers to me, and have they achieved results?

The proof, as they say, is in the pudding. It pays to ask questions about what other clients have achieved using the proposed solution. Lots of improvement projects get started, but never go anywhere. You want to partner with a vendor whose clients have been successful.

Will the vendor be a resource for continuous improvement knowledge?

Technology is essential, but it is only a piece of the puzzle. Creating a culture of improvement is the best way to achieve sustained improvement over the long haul. Look for a partner that can be a resource for your team with educational materials like eBooks, webinars, events, and videos.





Chapter 7 |

How Software Supports Popular Improvement Techniques

Organizations that adopt the continuous improvement approach to business management have many tools and techniques at their disposal. Some organizations leverage these instruments as part of a structured business methodology such as Lean, Six Sigma, or Toyota Kata, while others take advantage of them independently. Software supports them all in various ways and creates a unified platform for all types of improvement work.

1 Catchball

The technique of Catchball involves moving ideas and information from one person or team to another, much like catch from childhood but with opportunities for improvement, rather than balls. It forms the basis for complicated decision making and policy development. Email is a dangerous place for catchball because it is so easy for messages to be missed and context to be lost. Improvement software, on the other hand is an ideal tool for this kind of back and forth collaboration.

2 Daily Huddles

Daily huddles are a fairly ubiquitous practice in organizations dedicated to continuous improvement. Teams gather around a huddle board to discuss projects and help solve problems. Improvement software digitizes the huddle board, making it possible for people to participate from anywhere, capturing the history of improvement, and helping executives stay connected to the improvement work of all the teams they oversee.

3 Gemba Walks

The purpose of a Gemba walk is to visit the place where work actually happens and identify opportunities for improvement. The improvements are never made during the walk, only after the walk is over and the proper analysis occurs. Improvement software becomes the home for each potential change that is identified. It guides the process for those opportunities that have been selected for implementation.

4 DMAIC and PSDA

DMAIC (Define, Measure, Analyze, Improve, Control) and PSDA (Plan, Do, Study, Adjust) are variations of the cycle for continuous improvement. Each is designed to ensure orderly and effective change. Software is used to document each step of the cycle, notify team members when action is required, and measure the impact of the improvement.



5 Rapid Improvement Events

Improvement software helps ensure success by providing a unified platform for all work that will take place. Relevant documents can be stored, tasks can be assigned, and progress can be measured all in one online location. The best solutions provide notifications and alerts that help maintain momentum and provide a structure for collaboration. This is especially important if the problem being addressed requires cross-functional effort. It is quite common for new opportunities for improvement to be discovered during a Kaizen event. Software helps capture them for future projects.

6 Kanban

Kanban is a popular technique used by improvement teams to help visualize their workflow and find any interruptions in flow before a backlog forms or grows too big. Digital Kanban boards help make it obvious where work is getting delayed. With this easy insight, managers are better able to take the proper steps to solve any problems.

7 Standard Work

Improvement software is used to support Standard Work in a number of ways. The process of developing the standard is tracked as an improvement, ensuring that all of the stakeholders are involved. It also serves as a repository for the current Standard. When the Standard needs revision, the cycle begins again.

8 Value Stream Mapping

Value stream mapping compares the current state to a perfect state in which value is maximized and waste is eliminated. Software that simply digitizes the map, does little to support the underlying goal of improvement. Instead, the focus should be placed on features that document, accelerate, and capture the results of opportunities for improvement.

9 Hoshin Kanri

Hoshin Kanri is a strategy development approach that involves identifying a few breakthrough objectives that can be achieved in 3-5 years. Software supports Hoshin planning by aligning each person's objectives with the overall strategy in the tool that they use for daily improvement work. This keeps the strategy top of mind.



Chapter 8 |

Implementation Best Practices

As much as we'd like to believe that every organization that invests in Kaizen software is able to successfully implement and fully adopt it, we know it isn't so. Although many companies are able to rapidly achieve ROI and make Kaizen part of the culture, others struggle to embrace both the technology and the approach. Here's what the successful organizations do right.

1 Demonstrate Strong Executive Leadership

You might be able to get the company to start using a new file sharing system or shared calendar without much evangelism from the executive team, but improvement software is a bit different. Continuous improvement is more than a tool or a process. It is a philosophy that informs corporate culture. If employees don't perceive that the approach is supported at the top, they won't embrace the way of thinking, let alone the software that supports it.

2 Give it Context

If the idea of using improvement management software seems to come out of nowhere, people may see it as a solution looking for a problem. Instead, people should be introduced to the CI approach and understand what it means for the organization. The software will not be effective on its own, it must be one aspect of a culture that embraces the underlying principle of innovation.

3 Choose a User-Friendly Solution

Your technology decision will make a big difference on whether employees love or hate your improvement software. Be sure to consider the solution from the employee's point of view. Can I get the information that is useful to me quickly and easily? Can I access it from the device of my choice? Is the user interface easy to figure out? Can I get help when I need it? Does it fit in with how we operate?

4 Provide Ample Training

The solution you choose should be easy to use, but that doesn't mean that people don't need to sit down with a knowledgeable trainer or power user to learn how to get the most out of it. Ideally, your solution will be user configurable so that everyone gets the information they need immediately, setting this up for the first time often requires training or assistance.



5 Answer, “What’s in it for Me?”

When employees realize that a primary goal of continuous improvement is to make their work more productive, more enjoyable, and more aligned with company goals, they readily accept and use the tools designed to help. Improvement software is a way to make employee voices heard, streamline work that they are already doing, promote learning, and reduce reliance on non-productive tools like email and spreadsheets. It also helps managers focus on employee accomplishments and gives everyone a way to document the impact of their improvement work.



“For us, that was the heart of it - to empower the person who's doing the work. We want the operator, the technician, the engineer - anyone, really - to say, "You know what? This bugs the crap out of me. I'm finally going to do something about it. Let me go write this down somewhere.”

- Alice Quesenberry, Qorvo

6 Include Improvement in Employee Performance Reviews

What you measure will improve. If you want employees to get engaged with your solution, it is smart to make doing so part of how they are evaluated. Set goals related to improvement activities and reward those who achieve them.

7 Make it Enjoyable

There are lots of ways that leaders can make using improvement software fun. Some organizations use a gamification approach by rewarding the people or teams that enter the most opportunities for improvement or gets measurable impact from improvement. You can use the system for event planning or for organizing holiday parties or outings. Maybe you broadcast the most innovative, out of the box idea for improvement once a quarter. Whatever you do, injecting some excitement in your improvement program is always a good call.

About KaiNexus

KaiNexus is the ultimate cloud-based SaaS platform that supports continuous improvement. KaiNexus helps you execute and manage your improvement program throughout the entire improvement journey.

From daily improvement on the front lines to rapid improvement events, Lean projects, and strategy deployment, KaiNexus gives your people a single place and a standard method for capturing improvements. From there, it pushes each idea through to completion.



Features

- Top-Down & Bottom-Up Improvement
- Strategy Deployment
- Multiple User Types Available
- Visual Management
- Impact, Activity & Engagement Reports
- Intuitive Charts and Data Tracking
- Smart Notifications
- Email Submission
- Configurable Improvements & Projects
- Class & Certification Tracking
- Cross-Functional Team Collaboration

Support

- Dedicated Account Manager
- Onboarding Configuration & Support
- Email & Phone Customer Support
- Online Support Documentation
- Video Training

Technology

- Data Encryption
- SSL
- iOS and Android App
- iPad and Android Tablet Enabled

Organizations of all sizes in all industries in every stage of the improvement journey use KaiNexus. Their unifying commonality is that they recognize that continuous improvement is vital to the success of their organizations and that like with all other complex businesses processes, they need a platform from which to manage it. They work to engage their entire organization in improvement and value the ideas and opinions of their front-line workers. Our customers strive to develop the methodologies and leadership behaviors critical to developing an improvement culture and understand that they need a software to support those elements.

If this sounds like you, KaiNexus would be a good fit for your organization. [Contact us](#) to learn more.