Scheduling Efficiency for the Marzilibad Team

By: Ron Hyams, rhyams@leaninformation.com

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Marzilibad Outdoor Pool, Bern, Switzerland

Photo: Sabine Roth

Photo: Ron Hyams

2023 Pilot objectives:

- **Scheduling team members**
- Sharing operational updates
- Completing tasks

Stakeholders

For: Congrès SMP 2024, Lausanne, 4 April

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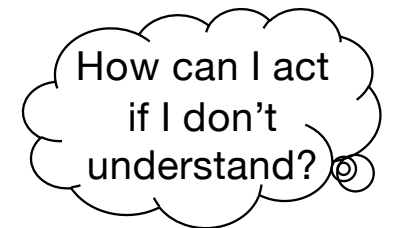rhyams@leaninformation.com

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Team Coaching: Made-up Work Example

Situation – **Today at 13:30** a team member sent the following text:

> @Lifeguards *Someone call me today between 09:00 and 11:00 about the defibrillator. By the way, it is made in Switzerland.*

How can I act if I don't understand?

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Team Coaching: Lean Information Basics

Common vocabulary to eliminate wasteful information

INFORMATION & DATA

Wasteful	Lean	Skills
Ambiguous	Specific	
Incorrect	Correct	
Incomplete	Complete	
Meaningless	Relevant	

Based on the core attributes of data quality

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Common Need: One Shift Name

Priority • Responsibility • Metrics

Photo: Ron Hyams

Metrics

Money	Mission	Time	Volume	Risk	Error

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Past Shift Names

Transactional Information: Shift Names

WhatsApp

- Sunday 26.06 (12:00-21:15)
- Th 9.6 6:45-14:00
- 27.8. (8-11/12-16h)
- 1.8. 633
- Tu 05.07 805

Relevant
Specific
Correct
Complete

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One Shift Name: Possible Data Elements

Reference Information: Work Plan

September Work Plan
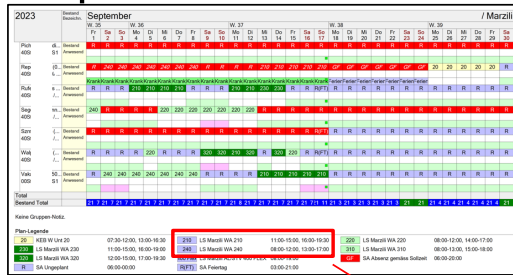
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Month

Day

Shift Owner
e.g., Tom

Shift Numbers

Shifts

September																
W. 35			**W. 36**							**W. 37**						
Fr 1	Sa 2	So 3	Mo 4	Di 5	Mi 6	Do 7	Fr 8	Sa 9	So 10	Mo 11	Di 12	Mi 13	Do 14	Fr 15	Sa 16	So 17

Shift Numbers

Shift Legend

210	11:00-15:00, 16:00-19:30
240	08:00-12:00, 13:00-17:00
+ 230, 220, 310, 320…	

Shift Numbers

Shift Times

Relevant
Specific
Correct
Complete

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Negotiate for Lean Information

Structuring the Data Entity

Data Elements: Month = Sep
Day = 06
Shift Number = 240

Shift Name: e.g., 06Sep240

Shifts

Month	September																
	W. 35			W. 36							W. 37						
Day	Fr 1	Sa 2	So 3	Mo 4	Di 5	Mi 6	Do 7	Fr 8	Sa 9	So 10	Mo 11	Di 12	Mi 13	Do 14	Fr 15	Sa 16	So 17
Shift Owner e.g., Tom						240											

Relevant
Specific
Correct
Complete

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System Test: Scheduling Efficiency

Situation – **End of July, the team manager** sent the following text:

Spond App

@Lifeguards *Jürg will be absent in August and September. Who can take his shifts ASAP?*

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System Test: Data in Context

Same day reply from Ruth (one of many team members):

@Manager *I can take Jürg's shifts 02Sep240 and 13Sep210.*

Jürg's September Shifts

September																
W. 35			W. 36							W. 37						
Fr 1	Sa 2	So 3	Mo 4	Di 5	Mi 6	Do 7	Fr 8	Sa 9	So 10	Mo 11	Di 12	Mi 13	Do 14	Fr 15	Sa 16	So 17
Jurg	240	240	240	240	240	240	240					210	210	210	210	210

Relevant
Specific
Correct
Complete

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System Test: Results

Next day reply from the team manager:

Spond App

@Lifeguards *Jürg's 24 shifts are now filled, and in only one day. Thank you team!*

Metrics

Money	Mission	Time	Volume	Risk	Error

Relevant
Specific
Correct
Complete

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Photo: Ron Hyams

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Pilot takeaways
- Define team's common vocabulary
- Negotiate for lean information
- Information owner stays in control

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Common vocabulary to eliminate wasteful information

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Based on the core attributes of data quality

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Task: Use a common vocabulary to improve this recipe.

Spaghetti Recipe (1 Person)

Photo: Benreis Spaghetti al Pomodoro CC BY 3.0

Preparation time 20 minutes

100	g	Spaghetti (Aunt Emmi always used 150g per person)
1	Pinch	Salt
2	dl	Wasser
1		Pot
1		Sieve

Bring the water to the boil in a pan, add the spaghetti and cook for 30 minutes. Drain the water sooner or later. The feast is ready!

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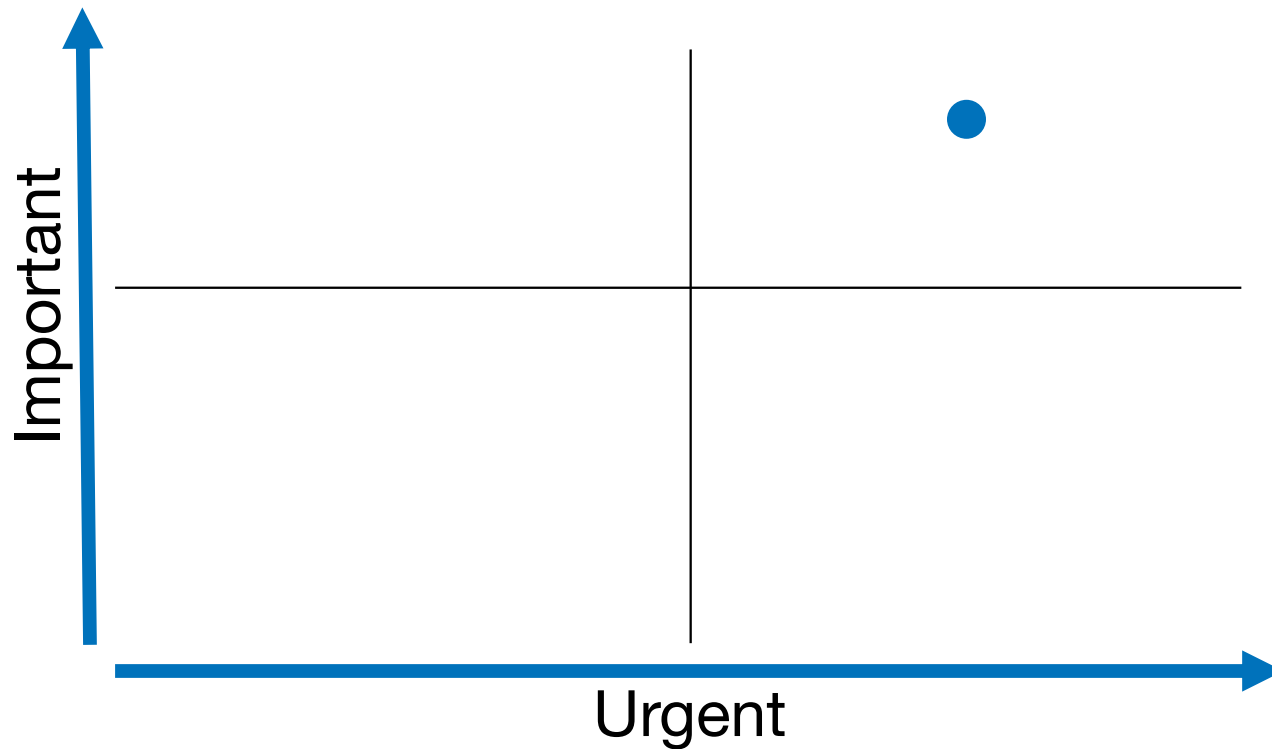
B. Responsibility

Who is/should be the:

Information Sponsor (Name/Role)   _____

Information Owner (Name/Role)   _____

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C. Metrics

Which metrics would you suggest using to measure value?

Value	Metrics
Money	
Mission	
Time	
Volume	
Risk	
Error	

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