

What is a Just Do It / Just Stop It?

The Just Do It / Just Stop It (JDI) is a simplified approach to process improvement that enables individuals or very small groups (2-3 people) to quickly remove one or more obstacles from a process. The JDI follows A3 thinking, but doesn't require process documentation and analysis.

Examples of JDI projects include:

- Conduct 5S on individual or group work spaces
- Create or improve a form, check-list, instructions or other standard work
- Create or improve a visual management tool

Figure 1. City Performance supply cabinet before 5S JDI



Figure 2. City Performance supply cabinet after 5S JDI



When should I use it?

- The problem and its solution are obvious (the problem doesn't require root cause analysis);
- The solution can be accomplished within 24 hours; and, if the solution doesn't work, you can revert to the original state within the following 24 hours
- The solution can be accomplished by 1-3 people – it doesn't require vetting and input from multiple people
- The people who conduct the JDI also have responsibility for the problem. For example, you could conduct a 5S JDI on your desk, but not someone else's. The scope of the JDI is small scale – individual or very small group.
- In general, the Lean Team has used JDIs to document the improvement work of **individuals**, while A3s are more appropriate for **teams**.

How do I conduct a Just Do It / Just Stop It?

JDIs are a great way to get staff excited about improvement quickly. Ideas that fit in the “quick wins” quadrant of the impact-effort matrix (low impact, low effort) would make excellent JDIs.

The JDI follows an A3 structure. Use the accompanying form to document JDIs. While staff might be tempted to pursue a JDI without completing the JDI form, we recommend that individuals complete the form in order to document and communicate the value of improvements. This is particularly useful information to share with managers and executives.

Good times to ask staff to complete JDIs include:

- As an immediate follow-up to lean training
- During the brainstorming/experimentation phase of a process improvement
- Continuously, during an extended lean partnership

If staff need assistance, lean facilitators can help them talk through their possible solution and how to document it in a JDI format. In particular, front line staff may need help developing meaningful metrics.

Figure 3. Example of completed JDI from Kory Schueler, Human Services Agency Case Worker

Just Do It Form

Project Name: *Creating resource of blank forms* Start Date: *ASAP*
 Who is Involved: *Myself* End Date: *3/31/17*

1) Why is change needed? (1-2 Sentences)
Wasting a lot of time looking for physical forms in the middle of client interview (walking away from desk)

2) Who is the customer of your process? (List all that apply)
Me & all clients

3) Current & Future State Costs

| METRIC | What is the process costing now? | What costs do you hope for in the future? |
|----------|--|---|
| Time ⌚ | <i>\$5 min per interview ~ 1 hr 40 min per wk</i> | <i>0</i> |
| Errors * | <i>wrong form or mistake on form = new copy needed</i> | <i>0</i> |
| Amount # | <i>~ 4 clients per day have slower interview</i> | <i>0</i> |
| Money \$ | <i>\$2,773 /yr lost</i> | <i>\$0</i> |

4) Savings = Current State Costs - Future State Costs
 What are the savings for your customer?
faster interview, more clients served with saved time, \$2,773 savings

5) Wastes Observed (Check All That Apply)

| | | | |
|-------------------------------------|----------------------------|-------------------------------------|---------------|
| <input checked="" type="checkbox"/> | Mistakes | <input checked="" type="checkbox"/> | Interruptions |
| <input checked="" type="checkbox"/> | Extra Work | <input checked="" type="checkbox"/> | Backlog |
| <input checked="" type="checkbox"/> | Waiting | <input checked="" type="checkbox"/> | Movement |
| <input checked="" type="checkbox"/> | Unused Human Talent/Things | | |

6) Action (What Did You Do?) 1-2 Sentences
I requested a special pocket folder binder, the same that other workers use for on site interviews (client home) and in the meantime, used manila folders for forms.

7) Results (How is Everyone Better Off?) 1-2 Sentences
The interview is shorter, less prep time for me

8) Lessons Learned

| What Went Well | What Went Poorly |
|---|--|
| <i>I'm happier, clients will be pleased with efficient and non-interrupted attention.</i> | <i>insufficient supplies (binder not available now in supply room)</i> |

Project Name: Creating resource of blank forms

Why is change needed: Wasting a lot of time looking for physical forms in the middle of client interview (walking away from desk)

Who is the customer: Me and all clients

Current and future state costs:

- Time: 5 minutes per interview; 1 hour and 40 minutes per week
- Errors: Wrong form or mistake on form = new copy needed
- Amount: Approx 4 clients/day have slower interview
- Money: \$2,773/lost

Savings:

- Faster interviews
- More clients served with saved time
- **\$2,773 soft cost savings annually**

What did you do?

Requested special pocket folder binder and using manila folders in meantime.

Results

Interview is shorter; less prep time for me.

Hints

- Start with a project that you have control over and don't need permission to pursue. For example, conducting a 5S of your own desk.
- If you pursue a JDI that will impact other people, check-in with them first.
- If you want to improve an existing form or other object, check-in with the person who originally created it, if possible.
- Keep going after you've completed your first JDI! Set a goal for yourself to complete one JDI every week or so.
- Share your results with your team.