



KAREN KUSLER

Streamlining Higher Education with LEAN

Survey of Campus Culture

STRATEGIC PLAN				
Plan does Exist	Yes	No	Yes, but not used	In progress
Clear Vision is Communicated	Yes	No	To upper mgmt.	In progress
Campus Philosophy is Shared	Yes	No	To upper mgmt.	In progress
Key Performance Measures are Defined (Metrics)	Yes	No	To upper mgmt.	In progress
Visual Reminders Posted	Yes	No	Only a few	In progress
WILLINGNESS TO CHANGE				
Top Leaders Supportive	Yes	No	50% or more	Less than 50% are
Middle Mangers Supportive	Yes	No	50% or more	Less than 50% are
Front Line Staff Supportive	Yes	No	50% or more	Less than 50% are
STRUCTURE FOR CHANGE				
People Respected	Yes	No	In some situations	
Teamwork Valued	Yes	No	In some situations	
Training Provided	Yes	No	In some situations	
Focused on Processes	Yes	No	In some situations	
Employees Empowered	Yes	No	In some situations	
Cross-Training Exist	Yes	No	In some situations	
Time Allowed to Find Solutions	Yes	No	In some situations	
Transparent Communication	Yes	No	In some situations	
Experimentation Encouraged	Yes	No	In some situations	
INSTITUTIONALIZED				
Institution-Wide Discussions	Yes	No	I don't know	
Department/Division (Silo) Efforts Only	Yes	No	I don't know	
Connections across Departments/Divisions Made	Yes	No	I don't know	
Share Information Before Requested	Yes	No	I don't know	
Terminology Used Regularly	Yes	No	I don't know	
Practice Continuous Improvement Principles (Walk the Talk)	Yes	No	I don't know	
ABOUT YOUR INSTITUTION (OPTIONAL)				
4-Year Public University/College	Yes	No		
4-Year Private University/College	Yes	No		
2-Year College	Yes	No		
Master's/Doctoral University/College	Yes	No		
EXPERIENCE WITH CONTINUOUS IMPROVEMENT				
Applied Systematic Methods 2 Years or More	Yes	No	I do not know	
Applied Systematic Methods less than 2 Years	Yes	No	I do not know	
Full-Time Continuous Improvement Staff	Yes	No	I do not know	
Part-Time Continuous Improvement Staff	Yes	No	I do not know	
Volunteer Continuous Improvement Staff	Yes	No	I do not know	

This is the first step in determining timing and how to approach your Lean Journey. This document was comprised by Karen Kusler focusing on Higher Education and is a work in progress. It can be applied to other fields. For your next step contact Kusler to discussion options and resources to move forward with Lean.