



transforming healthcare; pursuing perfection

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FOR IMMEDIATE RELEASE

Thomas L. Jackson will lead a workshop: “Management Focus: Part One the Transformation Gap” at Central Coast Lean Summit 2015

Mercer Island, WA — December 30, 2014 — Rona Consulting Group is pleased to announce that Thomas L. Jackson has been invited to facilitate a workshop during the Central Coast Lean Summit 2015 at Cal Poly San Luis Obispo on February 20, 2015. The Summit, *Frontliners Engaged in Problem Solving*, will provide lean content that will be of value to a wide variety of lean practitioners, including those in business, education, government and non-profits.

The workshop will explore how the Japanese practices of Hoshin Kanri and A3 thinking help management teams focus on and quantify critical improvement targets and align problem solving at multiple levels of the organization. This sets the stage for the empowerment of frontline problem solvers. The workshop will cover three elements of strategy deployment: the A3 document or team charter, the process of deployment or “catchball”, and the stratification of target metrics. The workshop will be hands on and set the stage for the afternoon’s workshop, where participants will experience how strategy becomes operational.

For more information, please visit:

<http://www.cob.calpoly.edu/centralcoastlean/summit/>

Thomas L. Jackson

Currently a partner at Rona Consulting Group, **Thomas L. Jackson** has more than 23 years of experience in consulting for global companies in a very wide variety of manufacturing and service industries—focusing in healthcare for the last decade—that implement the Toyota Management System. He designed major lean certification programs for Ford, Whirlpool, Emerson, adidas, Air Products and Chemicals, and the Ohio State University. His book, *Hoshin Kanri for the Lean Enterprise*, was honored with a Shingo Prize for Excellence in Research. He is the Editor of the *Lean Tools for Healthcare Series* from Productivity Press.

Rona Consulting Group

Rona Consulting Group develops healthcare leaders who make things better for patients: safer care, higher quality, fewer waits and lower costs.

Rona Consulting Group (RCG) is a management consultancy serving integrated healthcare systems, hospitals and clinics, medical suppliers and government organizations. RCG develops lean leaders and assists in transforming organizations through educating, training and coaching executives, managers, clinicians and frontline staff. RCG is committed to helping the organizations it partners with to achieve the highest quality through zero defects, increased patient satisfaction, empowerment of staff, and improvement of financial performance through the application of the Toyota Management System. RCG improvement work ranges from the strategic planning process at the top of the organization to complex clinical processes within care delivery and the supporting administrative processes. Since 2007, RCG has designed and led groundbreaking applications of lean management to operations in the ER, OR, lab, inpatient flow, and in clinics and to processes in administrative support, revenue cycle, supply chain, human resources, medical records, group practice management, credentialing and clinical research. RCG has created a lean program that is changing healthcare and its related industries.

The principals at RCG bring leadership experience from Virginia Mason Medical Center in Seattle and Park Nicollet Health Services in Minneapolis — the first healthcare organizations in the country to fully adopt and implement the Toyota Management System. Different from any other lean healthcare consultancy, RCG is the only assembly of senior healthcare executives who have implemented lean methods in complex healthcare settings with a demonstrated track record of success. RCG has an in-depth understanding of authentic kaizen methodology and philosophy, with many team members having been students of John Black and Chihiro Nakao of Shingijutsu, Japan. The RCG team also brings extensive knowledge in developing and advising on large-scale transformation programs for companies outside of healthcare, including Boeing, Ford and Toyota.

Based in Seattle, Washington, USA, we maintain offices in Boston, Houston, Los Angeles, Minneapolis, Oakland, Phoenix, Portland, Seattle and Tokyo.
<https://ronaconsulting.com>

Central Coast Lean (CCL)

Central Coast Lean (CCL) an action research and community outreach program in the Orfalea College of Business that seeks to build knowledge and understanding around building a local community of lean practice across business, education, nonprofit organizations and government. <http://www.cob.calpoly.edu/centralcoastlean/about-ccl/>

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