

Grow People

- **Take LEAN home**
- **Attitude of Gratitude, kindness to other workers**
- **Learning everyday (History, Culture, Literature, Constitution)**
- **Hold each other accountable**

One 2 Second Improvement

- **Everyone makes One 2 Second Improvement everyday for the rest of their lives.**
- **Make the goal so small that anyone can achieve it.**

1 New Product a Month

- **Develop our customers ideas and bring them to the marketplace.**

Poka-Yoke

- **Mistake proof every process**
- **Create a simple process that anyone can follow in 5 minutes of training**
- **Less Than One Mistake a Week**
- **Make things simple so we can free up RAM memory for higher-level thinking**

No Bleeding

- **Zero accidents**
- **Zero missed days**

World Class Problem Solvers

- **Give me a solution**
- **No Excuses!! Don't tell me why you can't do it!**
- **History tells us that many others have overcome much bigger obstacles than we will ever face.**

Made in the U.S.A.

- **Bring manufacturing home**
- **Make all products in U.S. within ten years. Start - 2007, Complete - 2017**

No Assuming No Guessing

- Ask why
- Ask why
- Ask why
- Make sure you are 1000% before you proceed.

Best in the World at Lean

- **Weekly tours**
- **Disney Ship Mentality**
- **Leave it better than you found it**
- **Morning meeting, build a culture**
- **Morning improvement from 7-8 am**
- **Video of improvements to help others**
- **Make one 2 Second Improvement a day**

Raving Fans

- **If customers don't rave we've failed**
- **Use person's name 2x's in 1st minute**
- **Attitude of Gratitude, blow them away**
- **1 minute product video on all products**
- **Create a binder of Raving Fan letters**

Same Day Shipping

- **Fax to truck in 2 hours**

Improve the life of our Customer

- **100% Focus**
- **Zero waste of time**
- **Improve quality**
- **Reduce costs**
- **Don't make the customer pay for misuse of time and resources**

Tour Improvements

General Improvements

- Coat hooks in bathrooms
- Sign for FastCap on building
- Show company goals
- Show order to truck process
- Show when bathroom is occupied
- Signs above stations
- Door swing paths marked
- Secure ladder in Warehouse 1
- People first process second

Meeting Improvements

- Talk louder* in meetings
- Show improvement videos
- Employees talk more - Paul & Jon talk less
- 3 bullet points on History
- More energy
- Prepare for analyzing mistakes
- Go over the 8 wastes

Tour Improvements

- Show improvements - Ask how they can apply it
- Explain Tour at the beginning
- Start with the bathroom
- Too much time in one place
- Set timers for tour areas
- Create better flow for tour path
- Have water & coffee available
- Restroom breaks
- Paul to give history of FC & LJ
- Share cultures
- More employee participation in tours
- Silence cell phones
- Follow up on tours with people
- Lean hand-out materials
- Post Lean materials on website