

STRATEGIES AND TECHNIQUES FOR ENHANCING FRONTLINE ENGAGEMENT



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Rockwater, A Select Company
Continuous Improvement Manager

Habit Loops

“This level is concerned with changing your beliefs: your worldview, your self-image, your judgements about yourself and others. – Outcomes are what you get, processes are what you do, Identity is about what you believe. – Many people begin the process of changing their habits by focusing on what they *want* to achieve. This leads us to outcome-based habits. The alternative is to build identity-based habits. With this approach, we start by focusing on *who* we wish to become.”

- **Atomic Habits – James Clear**

The WHY

MISSION
Delivering operational excellence and environmentally responsible water management solutions to industry leaders

VISION
Be the recognized leader and trusted partner in sustainable water management solutions

A

 **ACCOUNTABILITY**
Take ownership of my actions and their outcomes

C

 **CONTINUOUS IMPROVEMENT**
Embrace the necessity for change and commitment to continual growth and progress

T

 **TEAMWORK**
Encourage and support a collaborative, safe, and engaged work environment

My Board

The screenshot displays the 'My Board' interface in the iMPROVE system. At the top, there is a navigation bar with 'Boards', 'Items', 'People', 'Reports', and 'Admin' menus, and a red 'Create' button. A search bar and user profile icons are on the right. The main content area is divided into several sections:

- My Board:** A header section with '+ Add' and 'Actions' buttons.
- (1) My Badges:** A row of various achievement icons.
- (1) My To-Do Items:** A list of tasks, with one item 'Schedule Implementation' showing details like 'Status: Planned', 'Created: May 01, 2023', 'Last Updated: May 01, 2023', and 'Responsible: Nicole Campbell'.
- Awardco:** A section titled 'REDEEM MY POINTS!' featuring a QR code.
- LEAN Waste - Waiting:** A section containing a video player for 'The 8 Wastes of Lean: Over Processing (Extra Proc.)' with a 'Watch on YouTube' button.
- (118) Ideas & Projects I'm Working On:** A grid of project cards categorized by status:
 - (10) New:** 'Improve air compressor exhaust ducting' (Status: New, Created: Jun 02, 2022, Author: Damon Guyett).
 - (30) Planned:** 'Spray paint for hoses and for pumps' (Status: Planned, Due: Jan 17, 2023, Last Updated: Feb 15, 2023, Responsible: Ricardo Guerra).
 - (13) Active:** 'New yard mule' (Status: Active, Due: May 12, 2023, Last Updated: Apr 19, 2023, Responsible: TJ Richeson).
 - (4) Overdue:** 'Bumper pads' (Status: Overdue, Due: Apr 28, 2023, Last Updated: Apr 20, 2023, Responsible: Rafael Ledesma).
 - (2) Resolution Submitted:** 'Sample station' (Status: Resolution Submitted, Due: Feb 27, 2023, Last Updated: Mar 04, 2023, Responsible: Lance Adams).
 - (59) Complete:** 'Midland Inventory Locations' (Status: Complete, Complete: Jun 16, 2022).
- (3) My Ideas & Projects:** A grid of project cards with filters:
 - (0) New:** 'No results matched your filters.'
 - (1) Planned:** 'Sodium Amps Dry Blending System' (Status: Planned, Milestones: Gate 1 (Initiating), Start: Nov 09, 2022).
 - (0) Active:** 'No results matched your filters.'
 - (0) Overdue:** 'No results matched your filters.'
 - (0) Resolution Submitted:** 'No results matched your filters.'
 - (2) Complete:** 'Dry on the fly Na Amps' (Status: Complete, Complete: Nov 14, 2022, Last Updated: Nov 23, 2022).

Awardco & Custom Badges

HOME FEED RECOGNIZE SPEND POINTS

IMPROVE

DC Good Afternoon, Danelle
You have 0 Points to spend

Who do you want to recognize?
Type a name to search... [Next](#)

Our Company

Rockwater Energy Solutions is a chemical and logistics solutions provider offering customized products and services to the stimulation, fracturing, fluids, and production needs of our customers throughout the U.S.

Got an improvement idea in mind?

[Click Here](#) to submit ideas.



Popular Choices

[View All Items](#)

- 4200 7441 1616 9170 VISA
5 Points
- Apple AirPods Pro (2nd Generation) Wireless Earbuds...
254 Points
- Best Buy®
5 Points

HOME FEED RECOGNIZE SPEND POINTS ADMIN

All Virtual Prepaid Cards eGift Cards Amazon Hotels Tickets

Amazon

eGift Cards

Popular Choices

- 4200 7441 1616 9170 VISA
5 Points
- Apple AirPods Pro (2nd Generation) Wireless Earbuds...
254 Points
- Best Buy®
5 Points
- Cabela's
WORLD'S FINEST OUTFITTER
- Callaway
GOLF



Facilitator Level 1
Led and completed 1 idea
(Responsible)



Lean Thinker Level 1
Submission of 1 LEAN Idea
(eliminate one of the 8wastes, 5s)



Task Master Level 2
Complete 5 Tasks



Innovator Level 2
Author of 1 Idea implemented

Idea Template – Mobile Users

3:04 Search

Create Idea

Title:
Required

Describe Your Idea:
Idea to improve a process - or eliminate waste

What type of idea is this?:
Required

What waste is this idea targeting?:
Optional

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Cancel Draft Create

3:04 Search

What type of idea is this?:
Start typing to search...

Safety Improvement

- Improve a Process
- Eliminate Waste

Cancel Done

3:04 Search

What waste is this idea targeting?:
Start typing to search...

Environment Safety

- 5S Housekeeping
- Waiting
- Poor Quality
- Misused Human Resources
- Inventory
- Transportation
- Motion
- Extra Processing
- Overproduction

Cancel Done



Team Member Name:

Walk Date:

Team Leader Name:

Lean Coach Name:

Work Area:

Type of Observation:

Team Leader, what do you hope to learn from this Gemba?

Team Member Observation Questions

How are you/everyone?

What task are you doing now?

Is there a standard process for completing this task?

What potential waste do you see/experience when completing this task?

Are you encountering problems while completing this task? If yes, explain.

What do you think is causing this problem/roadblock?

How would you find the root cause of this problem/roadblock?

How can you fix this problem/roadblock?

Do you know where you can submit your ideas?

Who is your go to person when you need help resolving issues you run into?

Idea Submissions Recorded Below

Summary Report (Team Discussion with leader, member(s))

What went well?

What did not?

How can we improve what didn't go well?

What was learned?

Book Club Board

The screenshot displays the iIMPROVE Book Club Board interface. At the top, there is a navigation bar with 'Boards', 'Items', 'People', 'Reports', and 'Admin' menus, along with a 'Create' button. A search bar and notification icons are on the right. The board title is 'Book Club'. Below the title, there are three main sections: 'Inspire to Lead', 'Book Title', and 'Book Content'. The 'Inspire to Lead' section features a video thumbnail for 'TRANSPARENT COMMUNICATION | STEVE HARVE...' with a 'Watch on YouTube' button. The 'Book Title' section shows the book cover for 'THE 16 UNDENIABLE LAWS OF COMMUNICATION' by JOHN C. MAXWELL. The 'Book Content' section features a video thumbnail for 'Minute With Maxwell: You're Not Talking, But You'r...' with a 'Watch on YouTube' button. Below the 'Inspire to Lead' section is a 'Comments' section with a text input field and three comments. The 'Book Title' section has a '(10) Book Club Participants' table. The 'Book Content' section has a '(9) Book Club Meetings' list.

Comments

Leave a comment...

- Nicole Campbell May 02, 2023 8:56 AM **Do you believe you have value?**
- Nicole Campbell Feb 17, 2023 10:07 AM What three 2 minute habits will you form in the next two weeks?
- Shelle Laird Feb 17, 2023 10:52 AM **** Making my bed and moving my weights/kettlebells into place before leaving for work****
****Gather workout clothes before work and putting them next to weights before leaving****

(10) Book Club Participants

First Name	Last Name
Belinda	Ortiz
Colin	Harris
Dauida	Lowery
Maria	Nunez

(9) Book Club Meetings

- The Law of Observation & The Law of Collaboration**
Status: Complete Complete: May 05, 2023 Last Updated: May 05, 2023 Author: Nicole Campbell
- The Law of Observation & The Law of Conviction**
Status: Complete Complete: Apr 28, 2023 Last Updated: May 01, 2023 Author: Nicole Campbell
- The Law Of Credibility**
Status: Complete Complete: Apr 26, 2023 Last Updated: Apr 26, 2023 Author: Nicole Campbell
- Kick Off!**
Status: Complete Complete: Apr 18, 2023 Last Updated: Apr 18, 2023 Author: Nicole Campbell
- Atomic Habits - How to Go from Being Merely Good to Being Truly Great**
Status: Complete Complete: Apr 12, 2023 Last Updated: Apr 12, 2023 Author: Nicole Campbell
- Atomic Habits - Make it Satisfying**
Status: Complete Complete: Mar 03, 2023 Last Updated: Mar 07, 2023 Author: Nicole Campbell

Lean Basics Board

IMPROVE Boards Items People Reports Admin Create

Lean Basics + Add Actions

What is 5S?

5S is a five-step organization technique to create and maintain an intuitive workspace.

- Sort**: Keep only necessary items in the workplace.
- Set In Order**: Arrange items to promote efficient workflow.
- Shine**: Clean the work area so it is neat and tidy.
- Standardize**: Set standards for a consistently organized workplace.
- Sustain**: Maintain and review standards.

What are the 8 wastes?

THE 8 WASTES

- DEFECTS**: Errors caused by rework, scrap & incorrect information.
- OVERPRODUCTION**: Production that is more than needed or before it is needed.
- WAITING**: Wasted time waiting for the next step in the process.
- NON-UTILIZED POTENTIAL**: Not using people's talents, skills & knowledge to their full.
- TRANSPORT**
- INVENTORY**
- MOTION**
- EXTRA PROCESSING**

Toast Kaizen - Part 1

Lean Toast Part 1 | How we can fix wastes in a pro...


Toast Kaizen - Part 2

Lean Toast Part 2 | How we can fix wastes in a pro...


Value-Added vs. Non-Value-Added Work

Analyzing the Time – Value-Added vs. Non-Value-Added

Value-Added Work	Non-Value Added Required	Non-Value Added
<ul style="list-style-type: none"> Changes the form, fit or function of a product. The physical transformation of the product, and the Customer would be willing to pay for. Any activity if skipped would affect the value/performance of the product or service. <p>Examples:</p> <ul style="list-style-type: none"> Assembly Machining Painting Molding 	<ul style="list-style-type: none"> Activities creating no-value but required the product out the door AND which cannot be eliminated based on the current state of knowing or technology. Required by regulatory, legal or mandated by Customer. Necessary due to non-robustness of a process. <p>Examples:</p> <ul style="list-style-type: none"> Regulatory Reporting Customer required testing or inspection Checking Process or Material Properties, e.g. Viscosity, pH, Temperature, etc. 	<ul style="list-style-type: none"> Waste: any unnecessary activity or excessive use of a resource. Activities that should be eliminated as they're creating no value for the Customer. Any just-in-case action or resource, e.g. inspections, inventories, etc. <p>Examples:</p> <ul style="list-style-type: none"> DOWNTIME (8-wastes) External inspection Testing for defects or spec nonconformance

Value Added Video

What is value?