

Creating Leader Standard Work (LSW) Across a Distributed Business Model



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KaiNexus.com

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KaiNexus is the solution for your Lean and Improvement work where teams can capture, implement, measure, and share in one system that does it all.

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A promotional banner for the 9th Annual KaiNexus User Conference. The banner has a dark blue background. At the top, a light blue box contains the text "9th Annual KaiNexus User Conference". Below this, the word "KaiNexus" is written in large, white, bold letters. Underneath the name, a white calendar icon is followed by the text "April 29-May 1, 2025 | Austin, TX". At the bottom of the banner is a dark grey navigation bar with four items: "Home" (highlighted in blue), "Registration", "Hotel Information", and "Abstract Submissions".

9th Annual KaiNexus User Conference

KaiNexus

📅 April 29-May 1, 2025 | Austin, TX

Home Registration Hotel Information Abstract Submissions

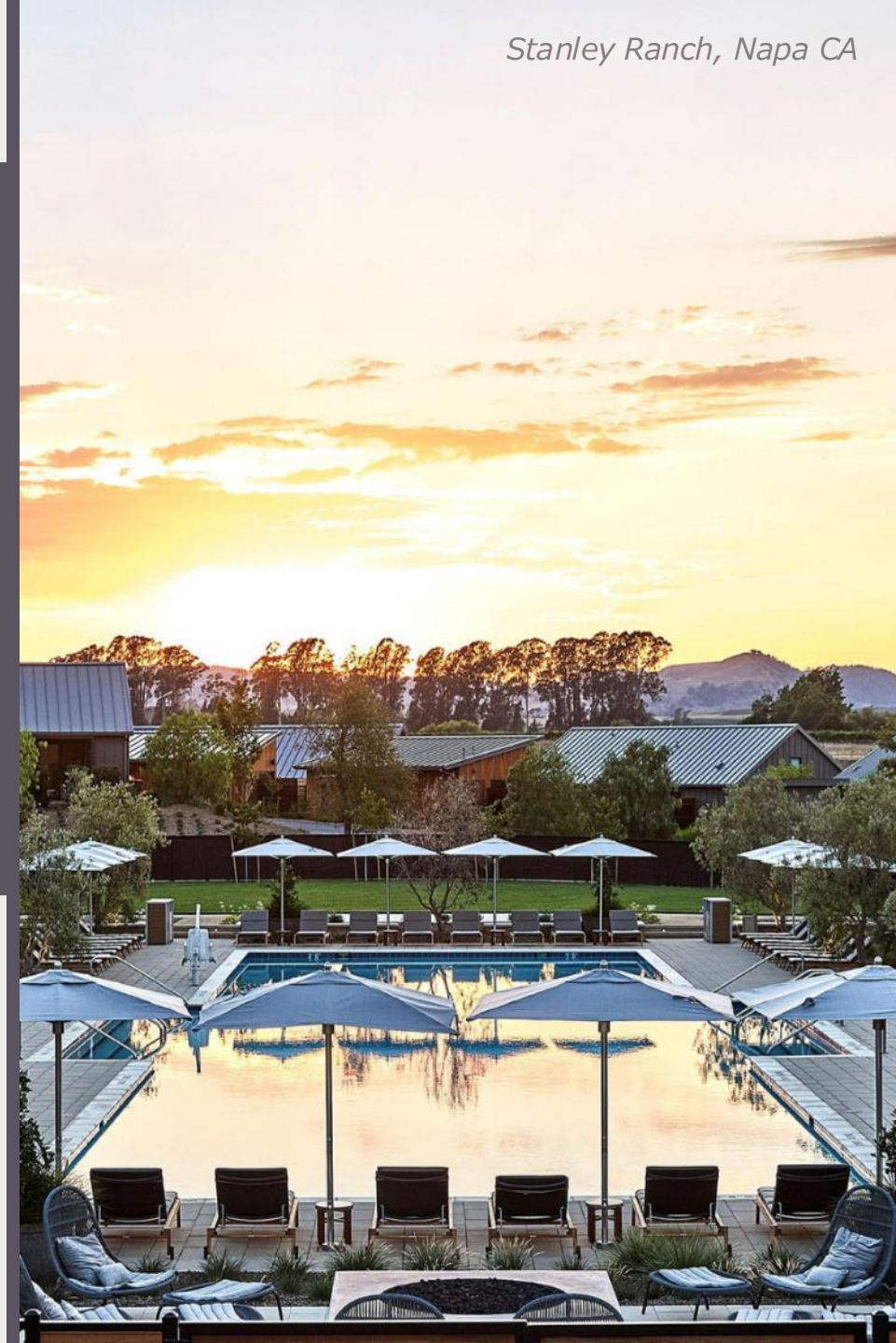
Come Together to **Spread Improvement**

About Brent Loescher

- 25+ years improving operations
- Worked for Toyota Motor Sales
- Responsible for learning & development and C.I. for a startup landscape maintenance & construction company
- Served 21 years in U.S. Army & Army Reserve
- BA, Business Management, Mercyhurst University



CREATING
LEADER STANDARD WORK
ACROSS A DISTRIBUTED
BUSINESS MODEL



BACKGROUND

LEADER STANDARD WORK BASICS

ORGANIZATION OVERVIEW

LSW APPROACH AT SPERBER

LESSONS LEARNED

AGENDA

LSW BACKGROUND

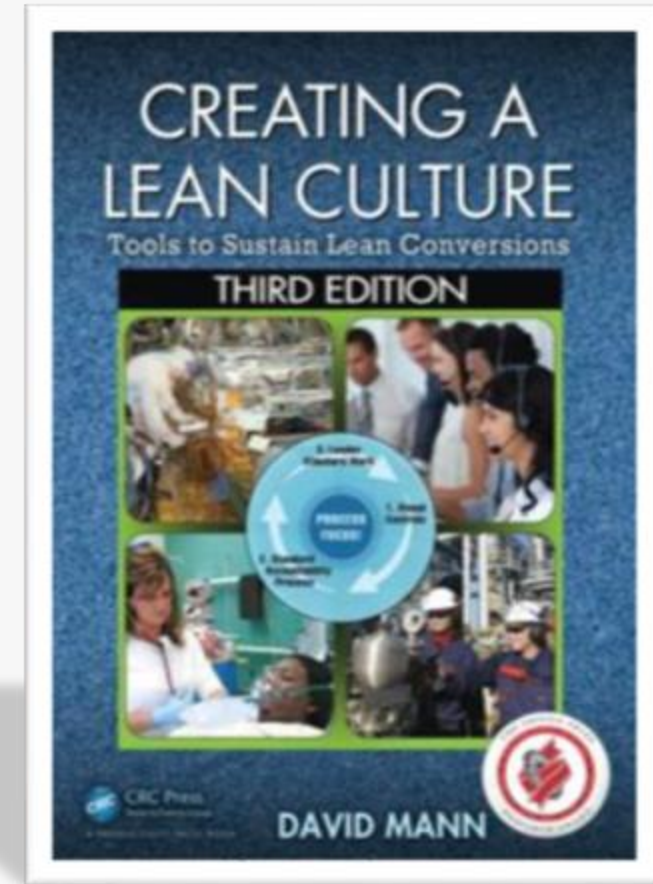


SHAPED BY:

- *TRAINING*
- *PRACTICE*
- *EXPERIENCE*



LEADER STANDARD WORK (LSW) BASICS



Leadership: Six Primary Responsibilities



Uphold purpose,
mission, vision, values,
annual goals



Manage process
& performance



Build & foster
culture of
excellence



Develop
people



Build & manage
relationships



Learn
continuously

Leadership: Seven Key Activities



Planning &
preparing



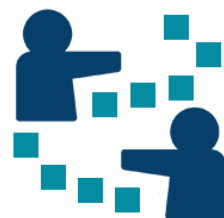
Actively
managing
daily work



Go & see



Coaching for
professional
development



Coaching to build
problem-solving
capabilities



Developing &
managing
relationships



Reflection



SPERBER

ORGANIZATION OVERVIEW

- **Create and Maintain Beautiful Landscapes**
- **5 years old**
- **Top 10 largest landscape companies in the US**
- **Locations in 11 states**
- **30+ Branches (P&L level business)**

BRANCH LEADERSHIP

BRANCH MANAGER (P&L OWNER)

SALES LEADER

ADMINISTRATIVE LEADER

CLIENT-FACING LEADERS

PRODUCTION-FACING LEADERS

FIELD TEAM LEADERS



LSW APPROACH – YEAR 1

PRIMARY RESPONSIBILITIES



Uphold purpose,
mission, vision, values,
annual goals



Manage process
& performance

PRIMARY ACTIVITIES



Actively
managing
daily work



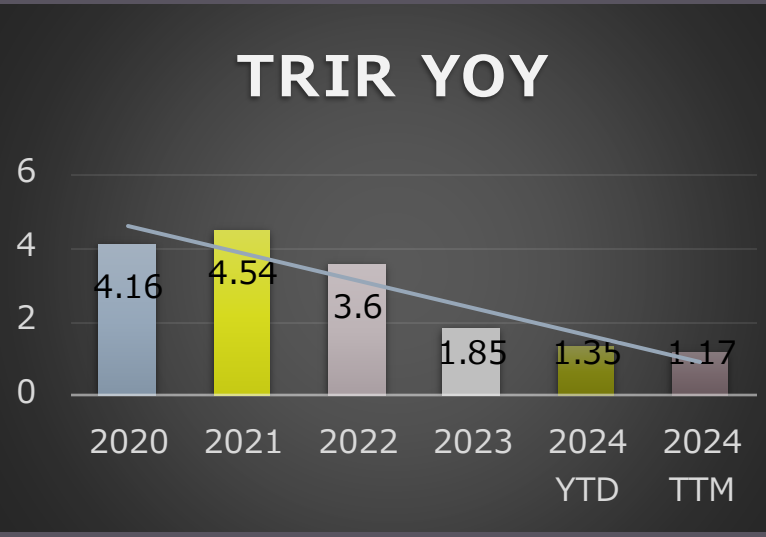
Go & see



Developing &
managing
relationships

CULTURE FOCUS

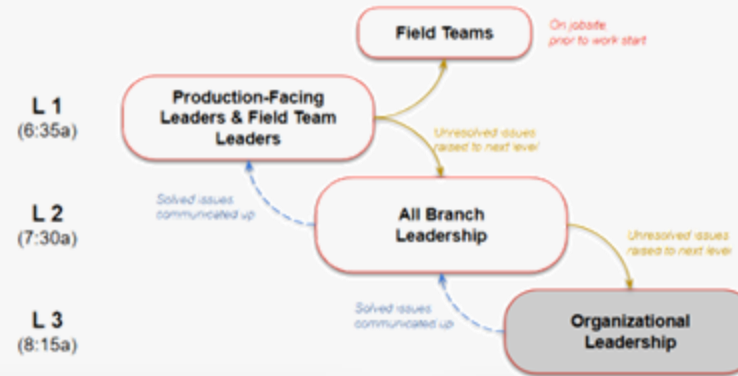
- SAFETY
- COMMON ROLES
- LANGUAGE & PLAYBOOKS



ACTIVELY MANAGING DAILY WORK - HUDDLES

- PILOTED IN 2 LOCATIONS
- ADOPTED BY A 3RD
- FURTHER 2025 ROLEOUT

CASCADING HUDDLES

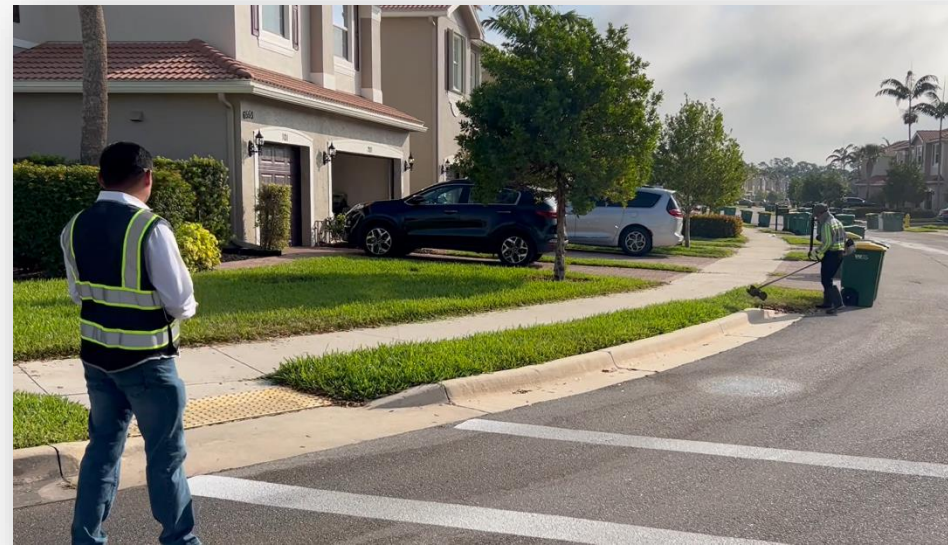


Actively
managing
daily work



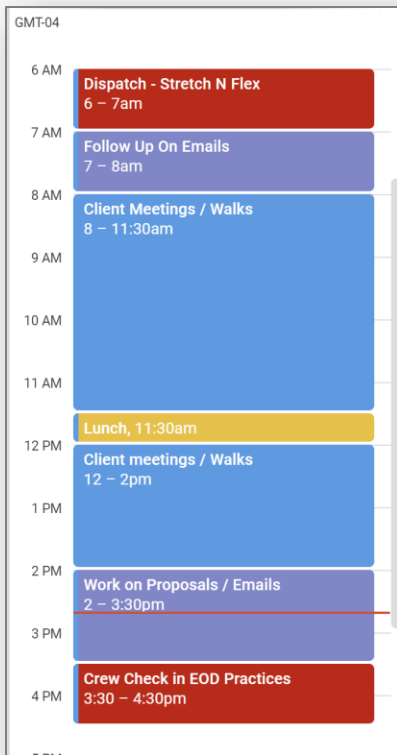
GO & SEE

- Observation **Focus:** Safety / Quality / Forms of Waste
- Observation **Goal:** See Opportunities & Improve Work
- Observation **Locations:** Yards, Trucks / Trailers, Job Sites



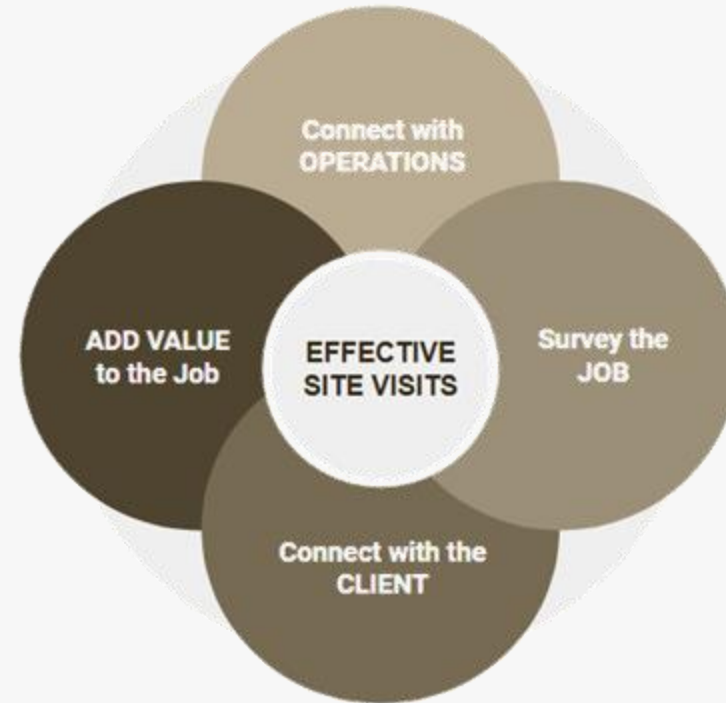
DEVELOPING & MANAGING RELATIONSHIPS

Client Facing Leader Time Blocking



EFFECTIVE SITE VISITS

Four leadership practices, done every time, by leaders at all levels, maximize time spent in the field



Developing &
managing
relationships

LESSONS LEARNED



**THE LEADER
IS THE
CULTURE CREATOR**



**RIGHT CONDITIONS MUST
BE IN PLACE FOR
INTRODUCTION**



**TEAMS
RESPOND FASTER THAN
LEADERS**



**REPETITIONS
ARE NECESSARY TO
BUILD NEW BEHAVIORS**



**PATIENCE & HUMILITY IS KEY
– FALL BACK WILL OCCUR**



**I NEED
MORE FOCUS**



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Jarvis Gray

*Author of Mastering
Healthcare Excellence*

Dec. 10 at 1 pm ET



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The Fundamental Principles of Kaizen Project Management

March 8, 2024

The continuous improvement methodology of Kaizen was once closely associated with industrial and automotive manufacturing. That's because...



Examples of the 8 Wastes of Lean Across Industries

February 26, 2024

One of the most critical concepts in Lean organizations is the idea that it is essential to eliminate waste. Why is it so central to the...



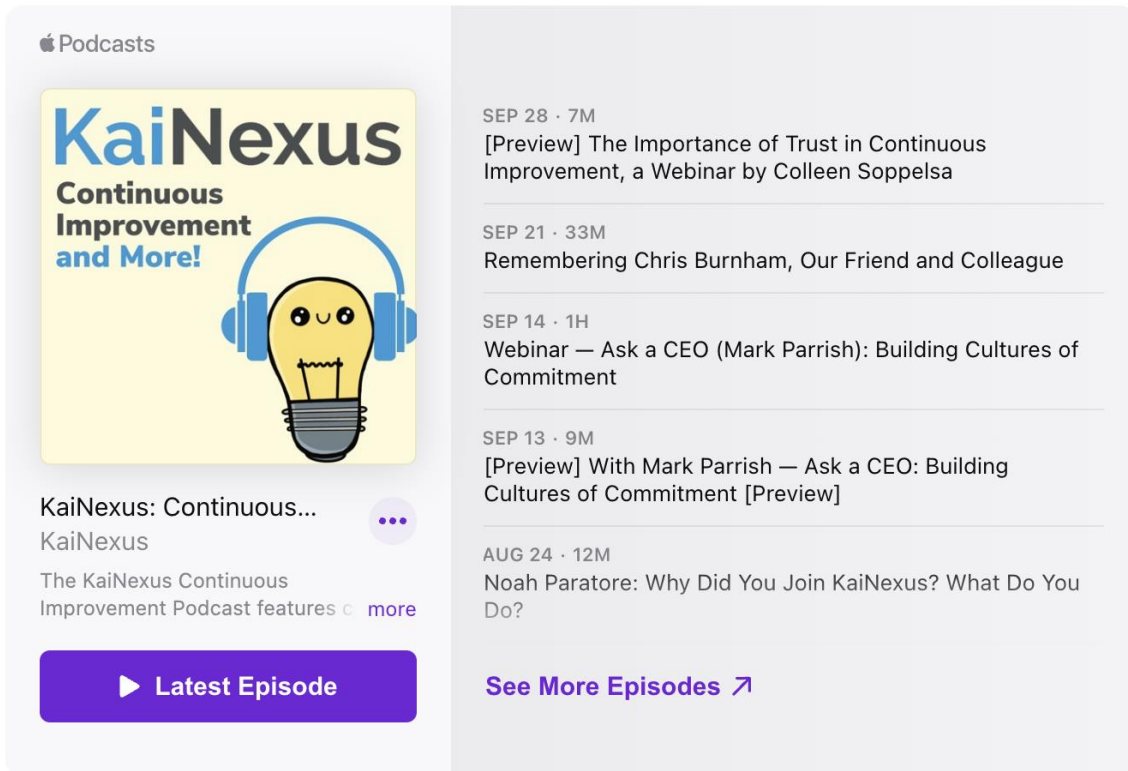
Elevate Excellence: Unveiling 9 Quality Improvement Techniques

February 22, 2024

I often find myself falling into the common trap of believing that if something is worthwhile, it is necessarily difficult. I think we all...



The KaiNexus Podcast



The screenshot shows the Apple Podcasts interface for the KaiNexus podcast. The main image features the text "KaiNexus Continuous Improvement and More!" above a cartoon lightbulb wearing blue headphones. Below the image, the text reads "KaiNexus: Continuous..." and "KaiNexus". A description states "The KaiNexus Continuous Improvement Podcast features c more". A purple button with a play icon and the text "Latest Episode" is visible. To the right, a list of episodes is shown with their dates and durations:

- SEP 28 · 7M
[Preview] The Importance of Trust in Continuous Improvement, a Webinar by Colleen Soppelsa
- SEP 21 · 33M
Remembering Chris Burnham, Our Friend and Colleague
- SEP 14 · 1H
Webinar — Ask a CEO (Mark Parrish): Building Cultures of Commitment
- SEP 13 · 9M
[Preview] With Mark Parrish — Ask a CEO: Building Cultures of Commitment [Preview]
- AUG 24 · 12M
Noah Paratore: Why Did You Join KaiNexus? What Do You Do?

A link "See More Episodes ↗" is located at the bottom of the episode list.

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Q&A

KaiNexus



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Presenter: Brent Loescher
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