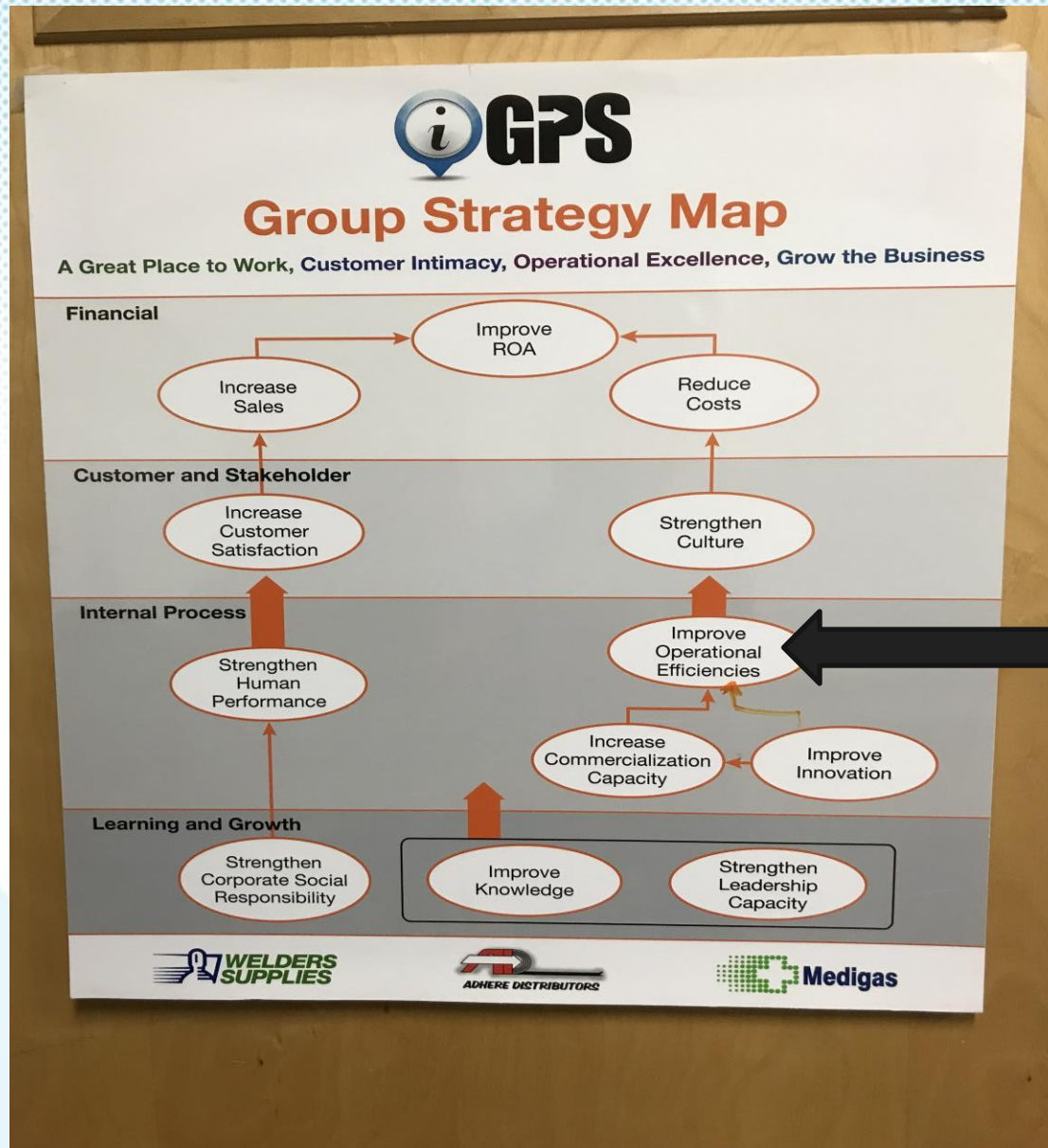


Good Day & Welcome



Innovair Operational Efficiency System

October, 2014 to.....



IGPS(Innovair Group Performance System) Team IOE

Original Handpicked IOE Team



Lean Mission Statement

Effecting change for the better by improving operational efficiencies throughout the Innovair Group of companies.



But just what does
OPERATIONAL EFFICIENCY
mean?



Intense training of the IOE team ensued....



Graduation: Lean Level 1 Yellow Belt

Back: Shawn Mooney, Justin Pereira, Gloria McKnight
Front: Jeff Husack



Now to practice what we learned!



The IOE Team is proud to showcase our example of application of the **5S** Principles...

Innovair Training Room





5S

Group training commenced...



Intense speculation...



It goes like this.



Fun times.



Teamwork!!






Senior leadership involvement critical!

5S Challenge

Removal of garbage from the area feels good!



YOU HAVE THE POWER



**To FIX what 'BUGS' you
with LEAN processes**

— FRUSTRATIONS BE GONE —

Daily Continuous Improvement is **NOW** the Innovair Way.
Let's experience change together. To get started, LEAN
on Sensei Neil-Sen: neila@innovairgroup.com.

INNOVAIR
GROUP

Innovair's Fix What Bugs You Program



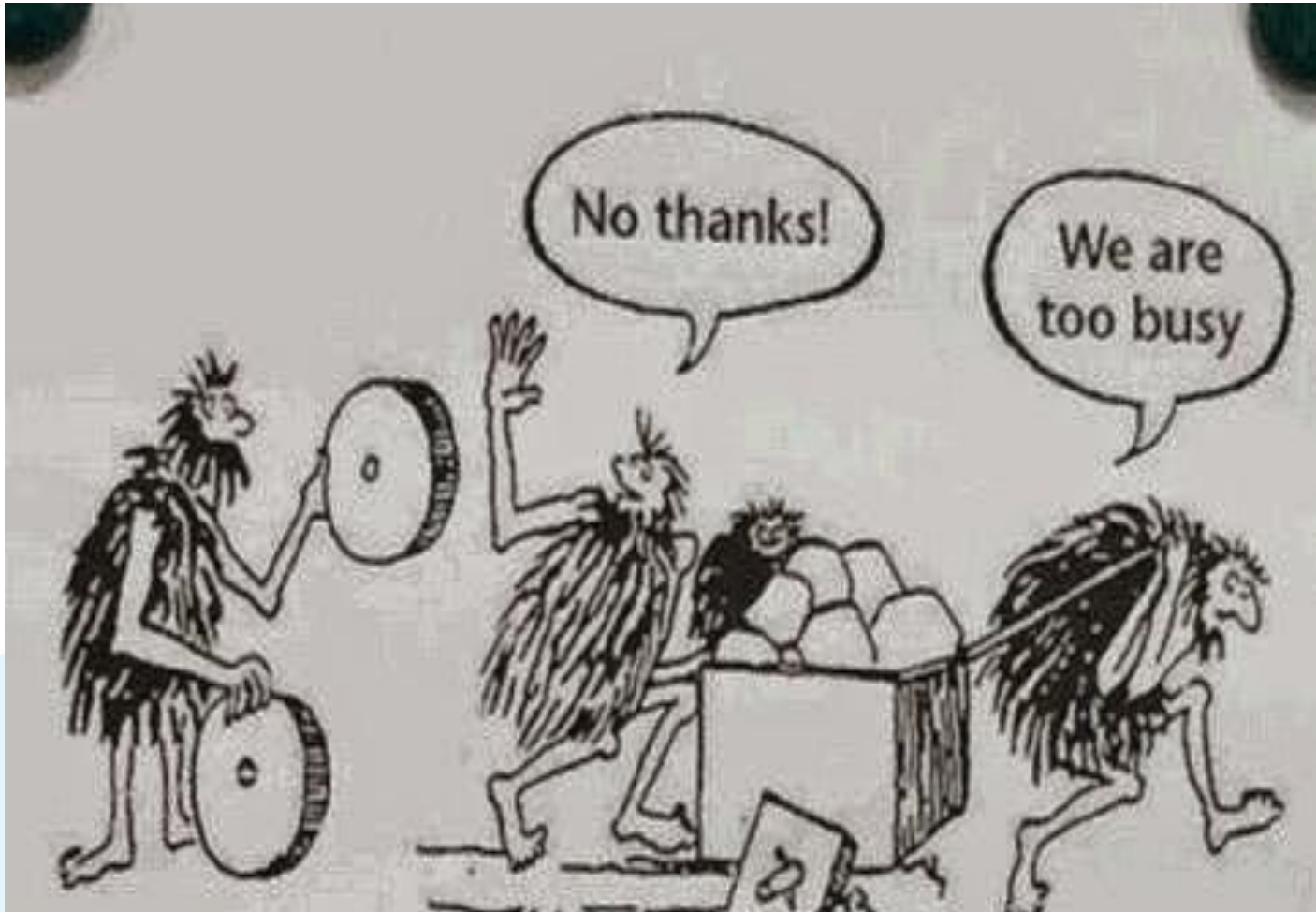


Trust & Empowerment Thru Servant Leadership!





As Leader Embrace Team Member New Ideas!



Even when the ideas do NOT come from you!



Asking WHY is okay at Innovair!

WHY

WHY

W
H
Y

WHY

WHY



WHY

WHY

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Y

WHY

WHY

WHY



***No-blame
Environment***



Say NO to STATUS QUO!

COMFORT ZONE



MAGIC ZONE



Celebrate Successes!



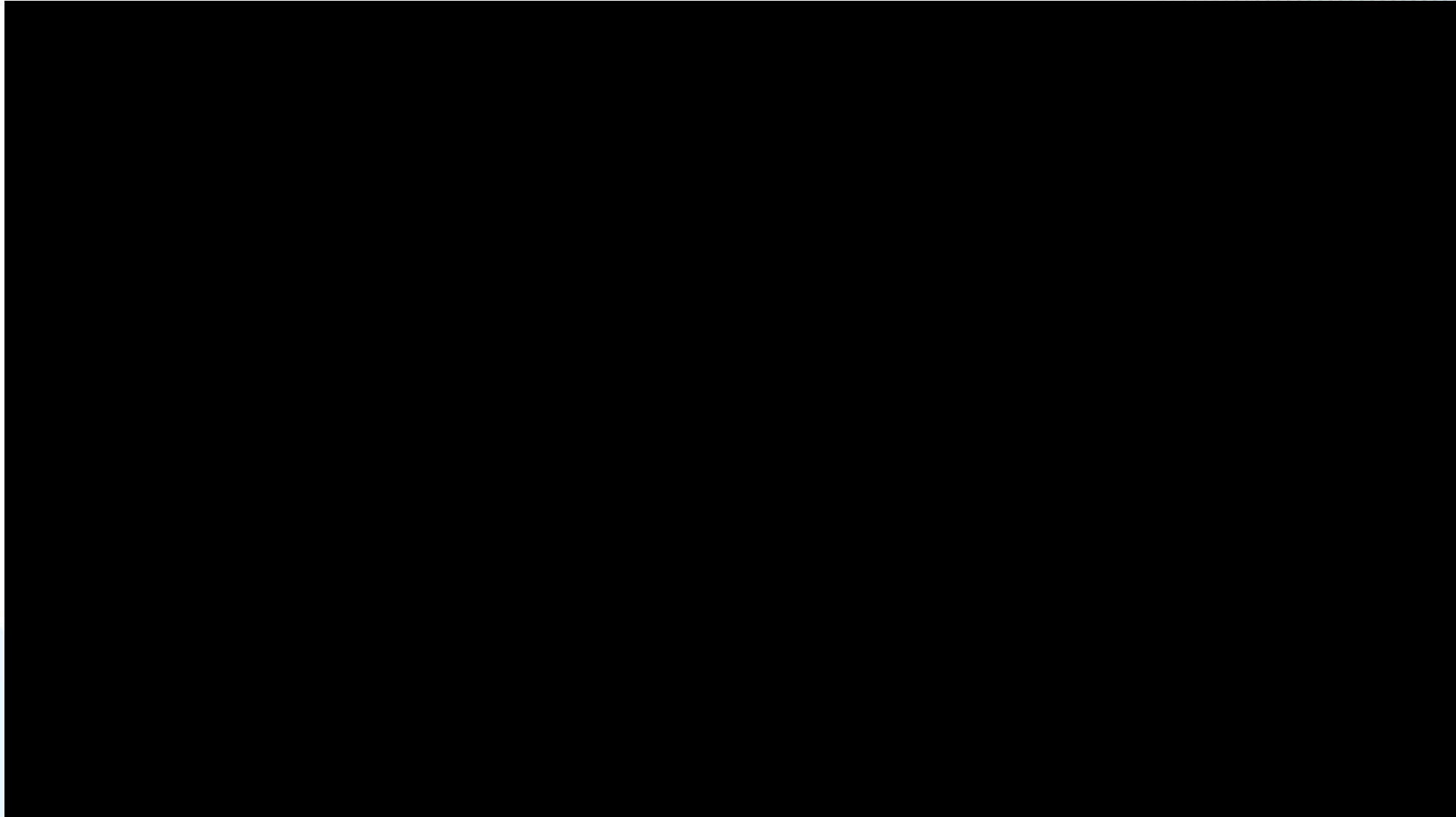


**100 % OF ALL
STAFF ARE
AGENTS OF CI
AT INNOVAIR**

**Continuously
Seeking
Improvement!**



Kevin Barnowich CI Testimonial



CI Engagement May Metrics

1) Lean White Belt Training:

Industrial: 66/67 staff

Medical: 23/23 staff

Total: 89/90 staff or 99 %

Green Belt Training:

Industrial: 5/67 staff

Medical: 2/23 staff

Total: 7/90 staff or 8%

Black Belt Training:

Industrial: 1/67 staff

Medical: 0/23 staff

Total: 1/90 staff or 1%

2) Fix What Bugs You participation:

Industrial: 51/66 staff or 77 %

Medical: 22/23 staff or 96 %

Total: 73/89 staff or 82 %

Average Viewership of videos:

20 avg/89 staff or **23 %**

3) Lean Assessment 2021 Survey Completion:

Industrial: 48/67 staff or 72 %

Medical: 17/22 staff or 77 %

Total: 65/89 staff or 73 %

4) May Project Metrics:

Total 2022 Projects: 65

Projects in Progress: 48/65 or 74 %

Projects Completed: 8/65 or 12 %

5) May Problem Solving Participation:

Industrial: 8/9 teams

Medical: 3/3 teams

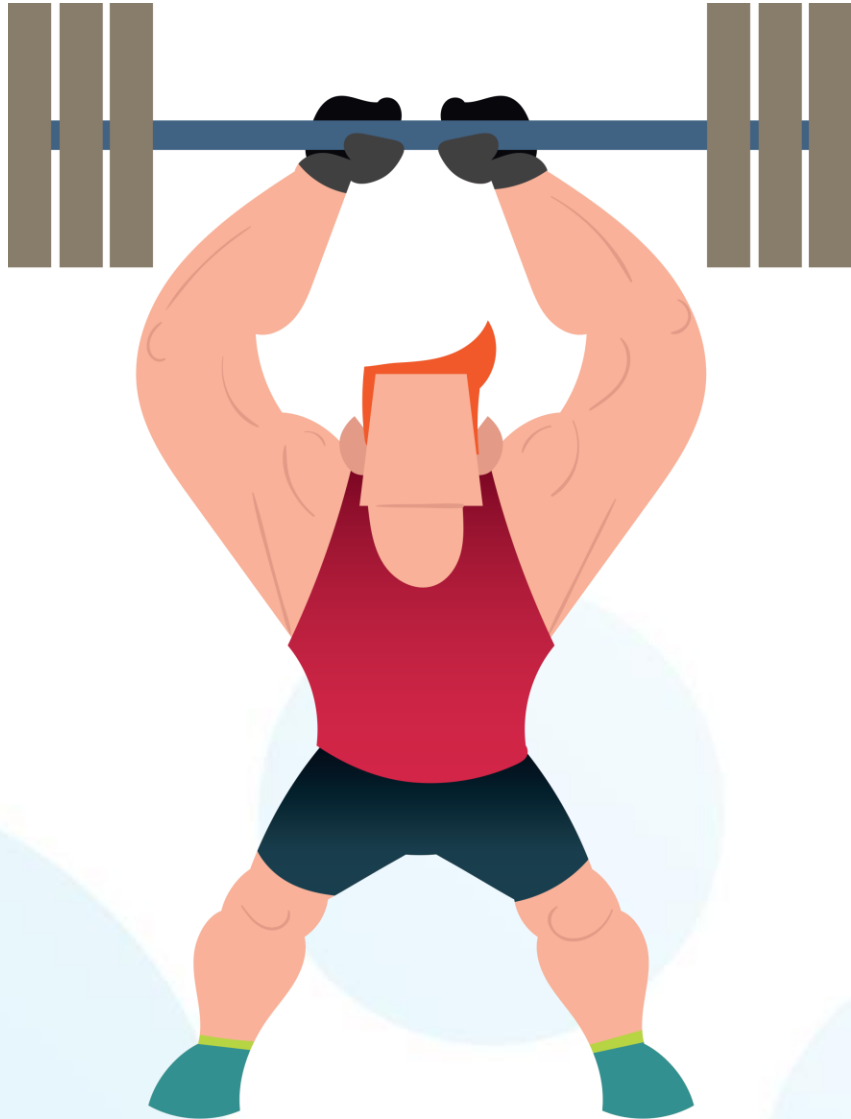
Shared: 4/4 teams

Total: 15/16 teams or 94%

**To Be A 5 Star Lean
Organization**



World Class!

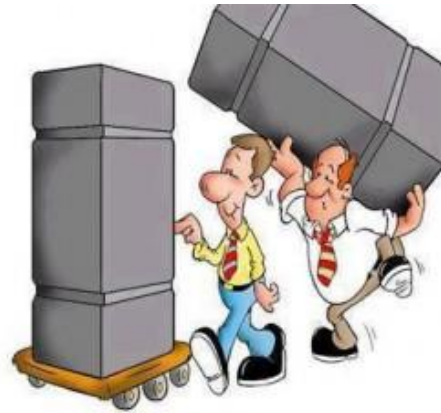


Goal 1:

Reduce effort for all process owners!



WORK SMARTER NOT HARDER!



*Work Smarter
Not Harder*

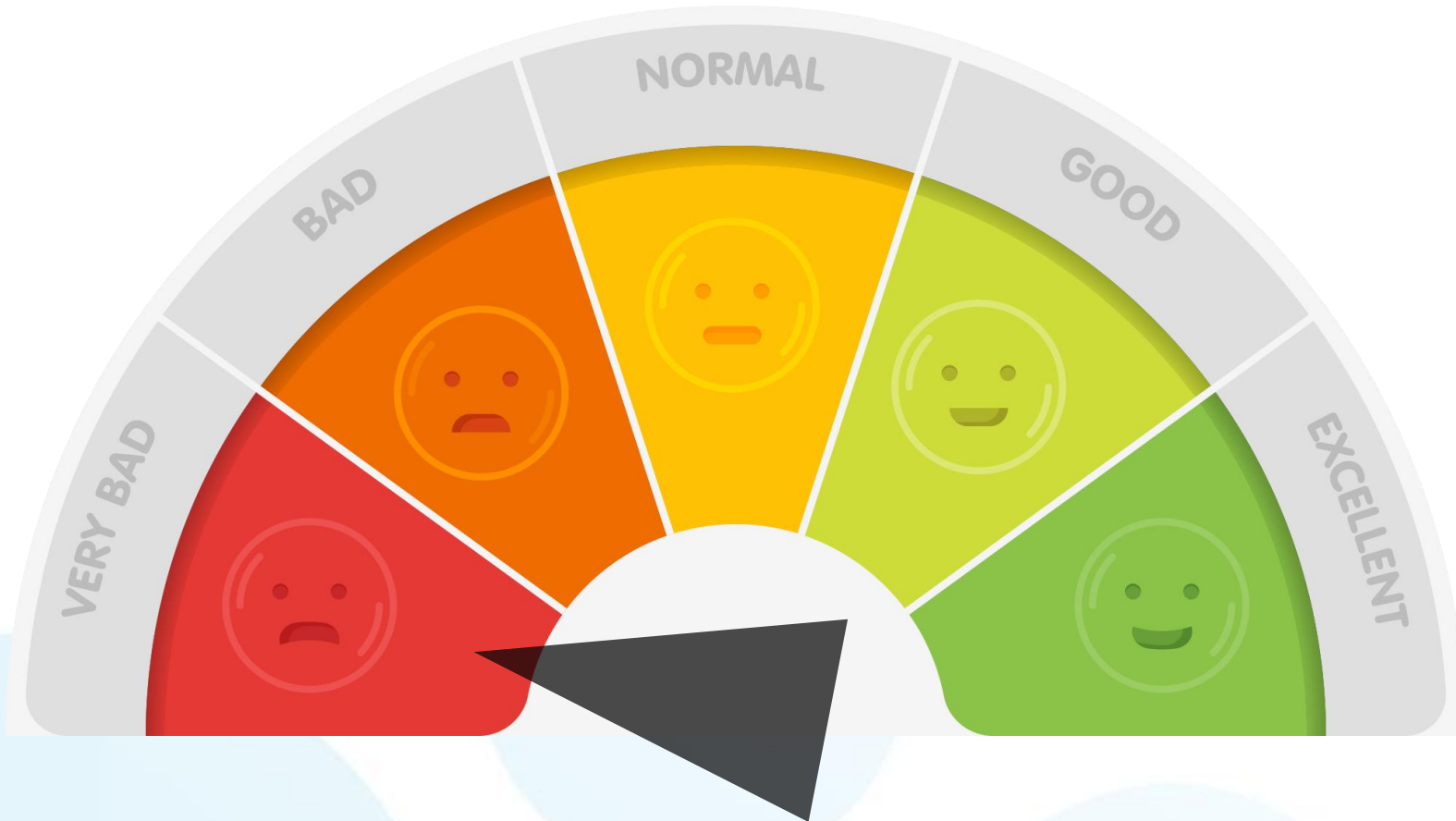
Why you should work smarter not harder



When you just can't be bothered to put in the effort



QUALITY Speedometer



Goal 2:

Improve the quality of all processes of delivering services to our customers

Improve Customer Experience!



Smiles for both Customer & CSR:
5 minutes less wait time! CI
Magic!



Goal 3:

Create an army of problem solvers thru leadership trust, empowerment and trying all new ideas

全員参加で日々進化(深化)する トヨタ生産方式

The Toyota Production System – continual improvements toward profound evolution through full participation of all employees.

改善には限りがないという基本的な考え方のもとに、常に満足することなく、更なるレベルアップを目指し、全員で取り組みを継続している。

There are no bounds to improvement. This is the basis for ongoing efforts by all employees to aim for *kaizen* (improvement), and refusing to ever be complacent.



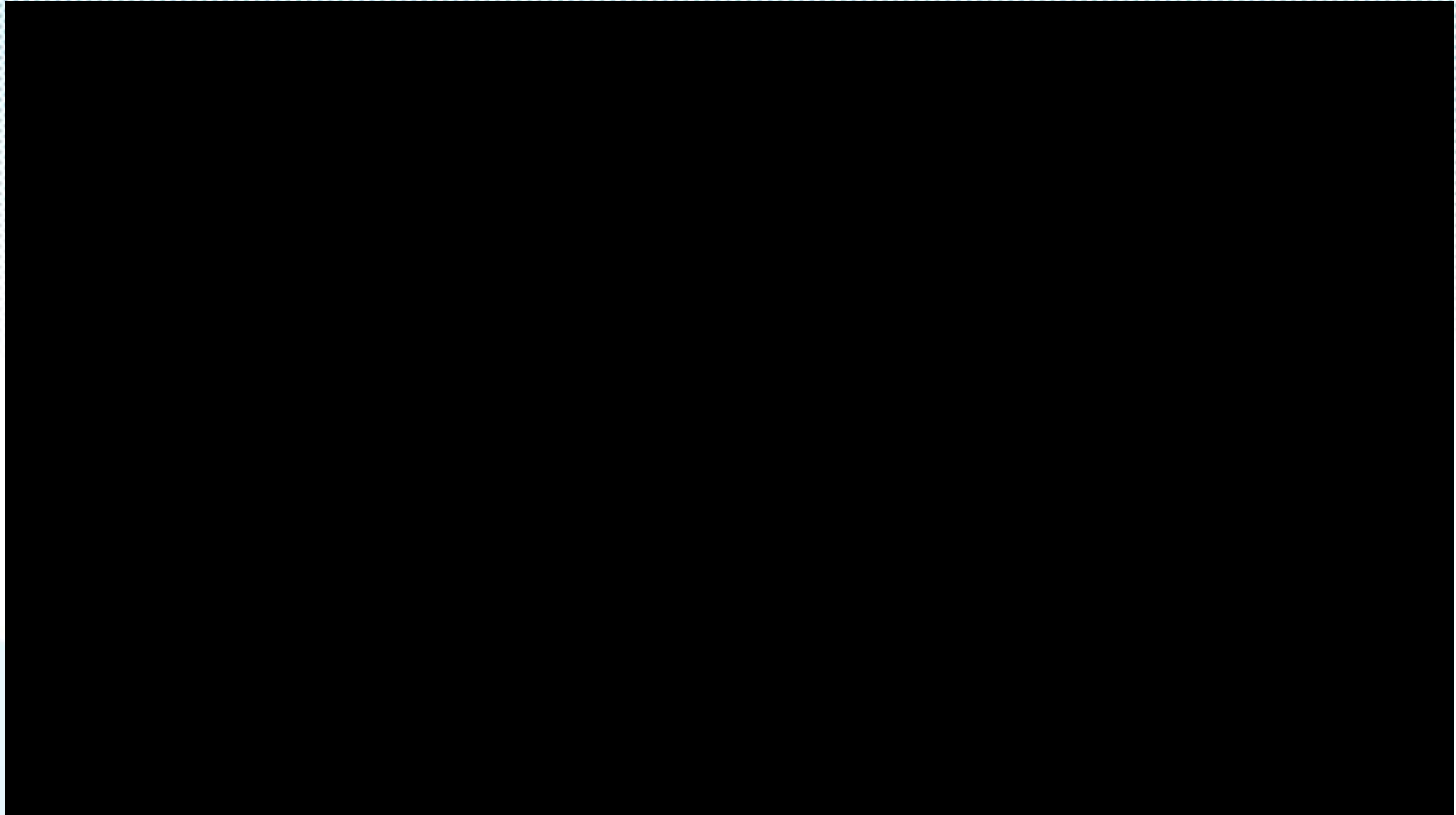
Full participation of all people thru empowerment trust and leadership support for all ideas.....this is how you have employee engagement and a successful company!

Scott Sheldon: Class 1 Driver License 2022





People Development! Scott Sheldon





INNOVAIR IMPROVERS TEAM

October 2020.....

VISION: To Help Innovair Become A 5 Star World Class Lean Organization

MISSION: We are a team of problem solvers that have been connected to take action in saying “no to the status quo”, by supporting each other through communication. This allows us to get things done by working smarter not harder to innovate and improve processes. We empower each other through engagement and participation to deliver efficient and accurate solutions for both our internal and external customers.

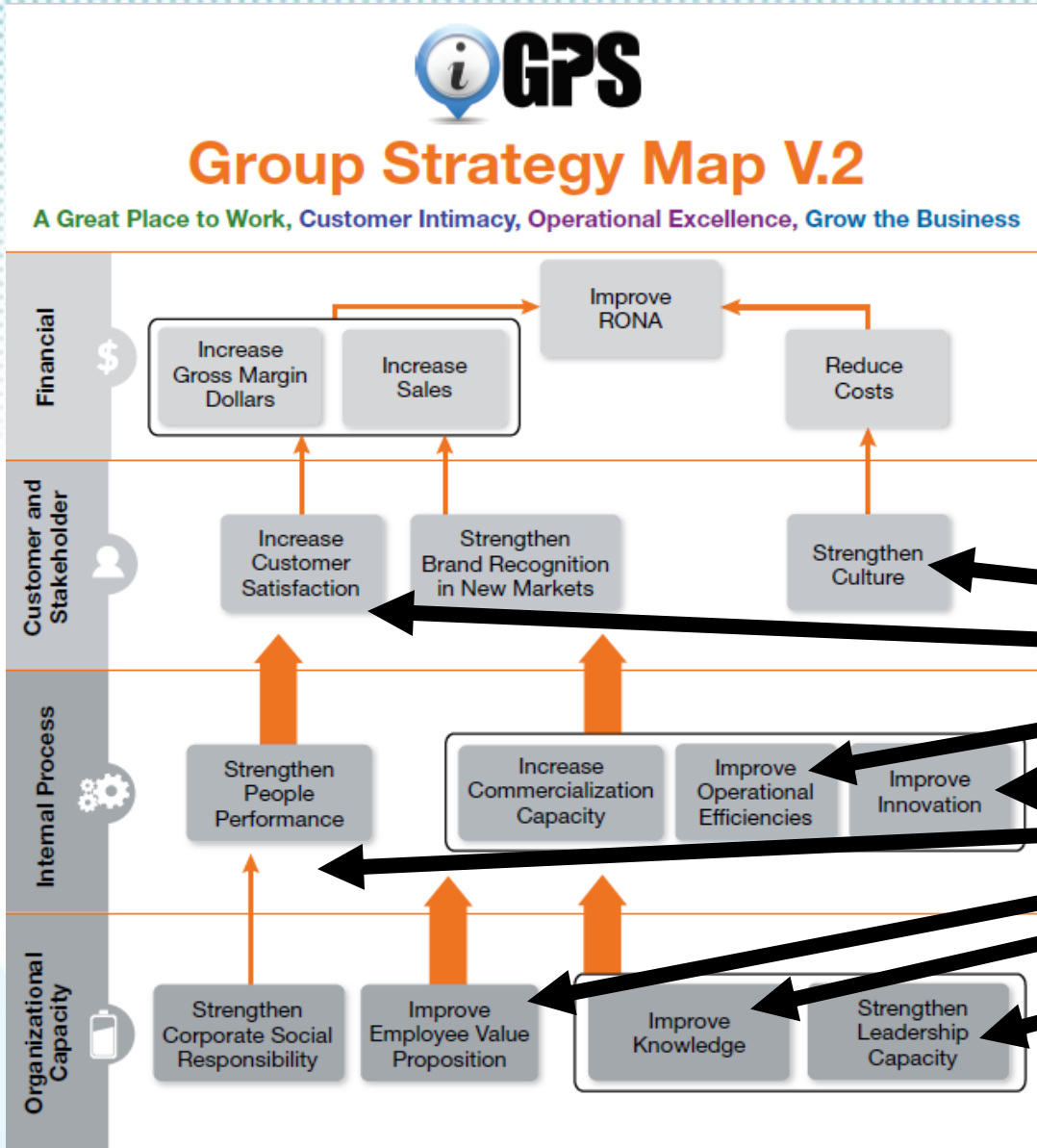
Workgroup	Leader	CI Rep
Automation	James F	Jerry Schulz
Industrial CSR'S	Glen / Peter	Matt Franklin
Industrial Logistics	Russell / Dan	Ryan Trapp
Industrial Microbulk	Gene	Chris Bernshine
Industrial Product Support	Wade	Jeff Husack
Industrial Service	Russell / Bob	Mike Selch
Industrial TSR'S	James T	Jeremy Bowler
Industrial Brandon	Corey	Jeff Gruhn
Industrial Thompson	Rick	Kevin Barnowich
Medigas Logistics	Cathy	Joseph Pulvinar
Medigas CCR'S	Dawn	Bobbi - Jo Guffei
Medigas Therapists	Gloria	Shiela Alcera-Estacio
HR	Robyn	Shannon Morrison
Fill Plant	Daryl	Jerome Tomas
Marketing	Owen	Jordan Friesen
Team TAS	Cheryl	Jillian Epp
Facilitators:	Neil - Sen	
	Peter - Sen	
	Dawn - Sen	

TEAM CHANT:

Innovair Improvers Is Our Name!

Reducing Effort Is Our Game!

HAI!



CI
Impact,
Impact,
Impact

BIGGEST TAKEAWAYS!

Lean execution & creating engagement of everyone is HARD work but so gratifying when it comes together in the form of:

1) Reduced effort of front-line process owners



2) Improved customer experience both internal & external



3) Development of an army of problem solvers



4) Development of your people





Thank You

