



UNLIMITED

Finding Time
Fulfilling Purpose

MANITOBA'S CONFERENCE FOR LEADERS | MAY 6, 2024 | PRESENTED BY QNET

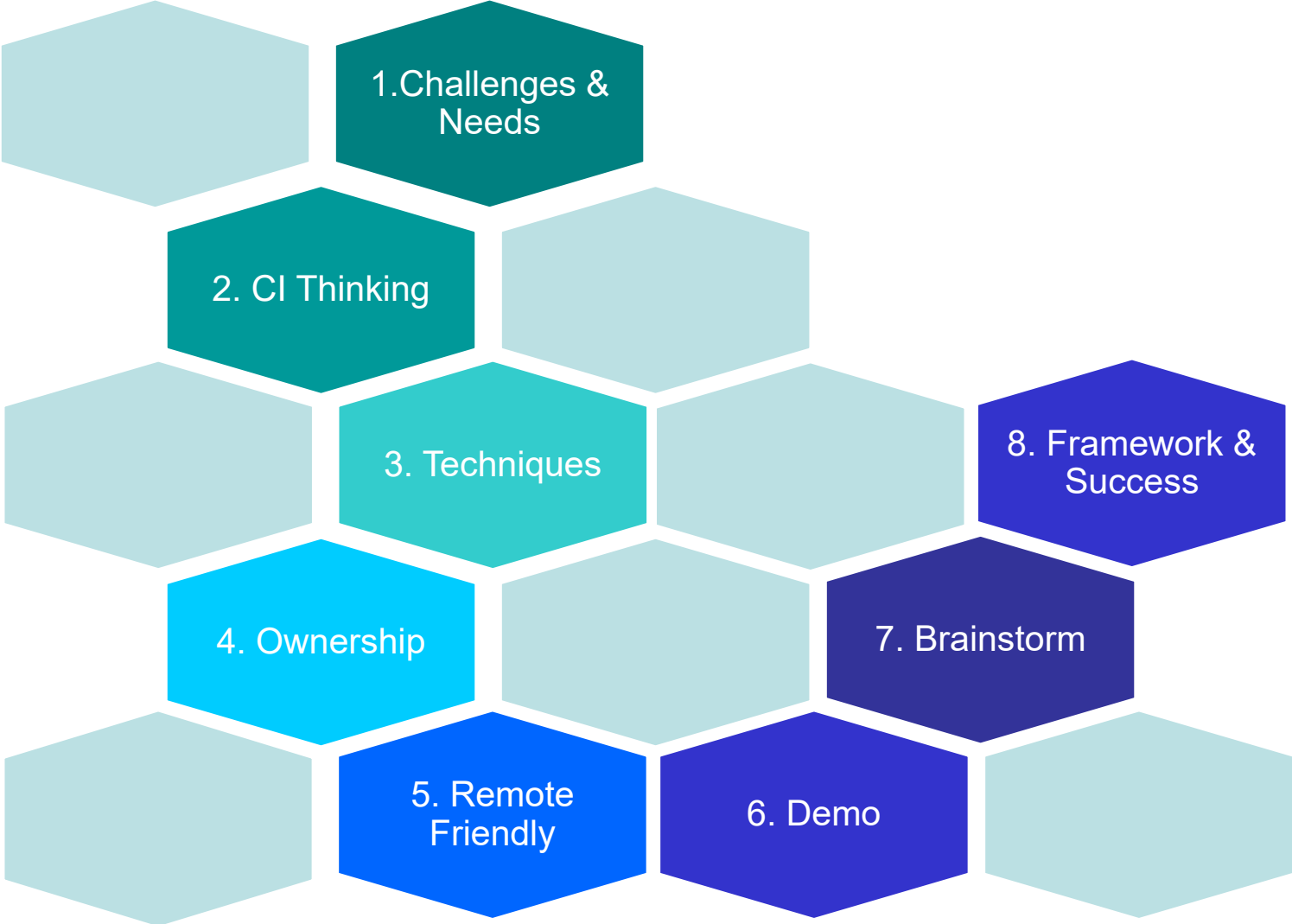
Productive team meetings? – yes! It's possible.

Fontana Coy

Operations Excellence Partner

Duha Center of Excellence

Agenda



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Team Communication Challenges

- Discussion without decision & action
- Lack of structure
- Limited transparency and ownership
- Frustration and disengagement

Ideal Meetings

- Effective communication
- Enhanced collaboration
- Improved decision-making
- Increased ownership and accountability

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Continuous Improvement Thinking

- **Structured approach** to capture, evaluate, and implement new ideas.
- **Process focused**
- Encourage discussion, experimentation and learning from both successes and failures.
- Follow a Plan-Do-Check-Adjust (PDCA) cycle.
- Support cross department collaboration.



Techniques

- Establish clear objectives
- Set an agenda/structure
- Use visual tools
- Encourage participation (Build comfort)
- Time management & ownership
- Celebrate successes!



Power of Ownership

- Encourage individuals & teams to take initiative and drive projects forward.
- Increased motivation and accountability.
- Assign specific tasks and responsibilities **during meetings.**



Remote Considerations

- Leverage technology for virtual collaboration (i.e., white boards, Mural).
- Establish clear communication protocols for remote team members (i.e., working agreements)
- Schedule regular team check-ins.



Let's look!

- 18 years later...we're still meeting!
- It's the keystone of our business and CI model.

DuhaGroup Continuous Improvement Vision: One Improvement Every Day in Every Department through Teamwork and Communication

Agenda

1. Icebreaker
2. Scorecard
3. Quality concerns
4. Announcements
5. Department Yearly Targets
6. Active Strategic projects
7. Team Activity Scheduler
8. Prioritization Planner

Held at (time and freq.):

2. Scorecard

3. Quality Concerns

New Ideas/Observations

4. Announcements

5. Department Yearly Targets

6. Active Strategic Projects

7. Team Activity Scheduler

Opportunity	Time Frame	Completed

8. Prioritization Planner

Low Effort	High Effort
Act Now	Schedule for Implementation
	Strategic Items
	On Hold and Discuss

Emergency Team Buddy System

Emergency Team Buddy System				Out of Office	

Completed YTD

January	February	March	April	May	June	July	August	September	October	November	December

GRAND TOTAL

Quality Concerns

Quality Concerns	Quality Concerns

Out of Office

Out of Office	Out of Office

Emergency Team Buddy System

Emergency Team Buddy System	Emergency Team Buddy System

Emergency Team Buddy System

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Framework

- Dept target focused
- Team driven
- Results based
- Process focused
- Collaborative
- Build connection



Success!

- Remote teams connected
- Real-time accessibility
- Drive process improvement
- Interactive & Visual
- Tackle big projects





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Speaker Contact Information:

Fontana Coy

Operations Excellence Partner

Duha Center of Excellence

E. fcoy@duhagroup.com

C. (204) 771-0146