

# 2017 California Higher Education Collaborative Conference

## Problem Solve Your Way to Service Excellence (Part 2)

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CENTRAL COAST LEAN <http://www.cob.calpoly.edu/centralcoastlean/>



# Objectives

**Identify  
Universal  
Challenges  
Impacting  
Higher  
Education**

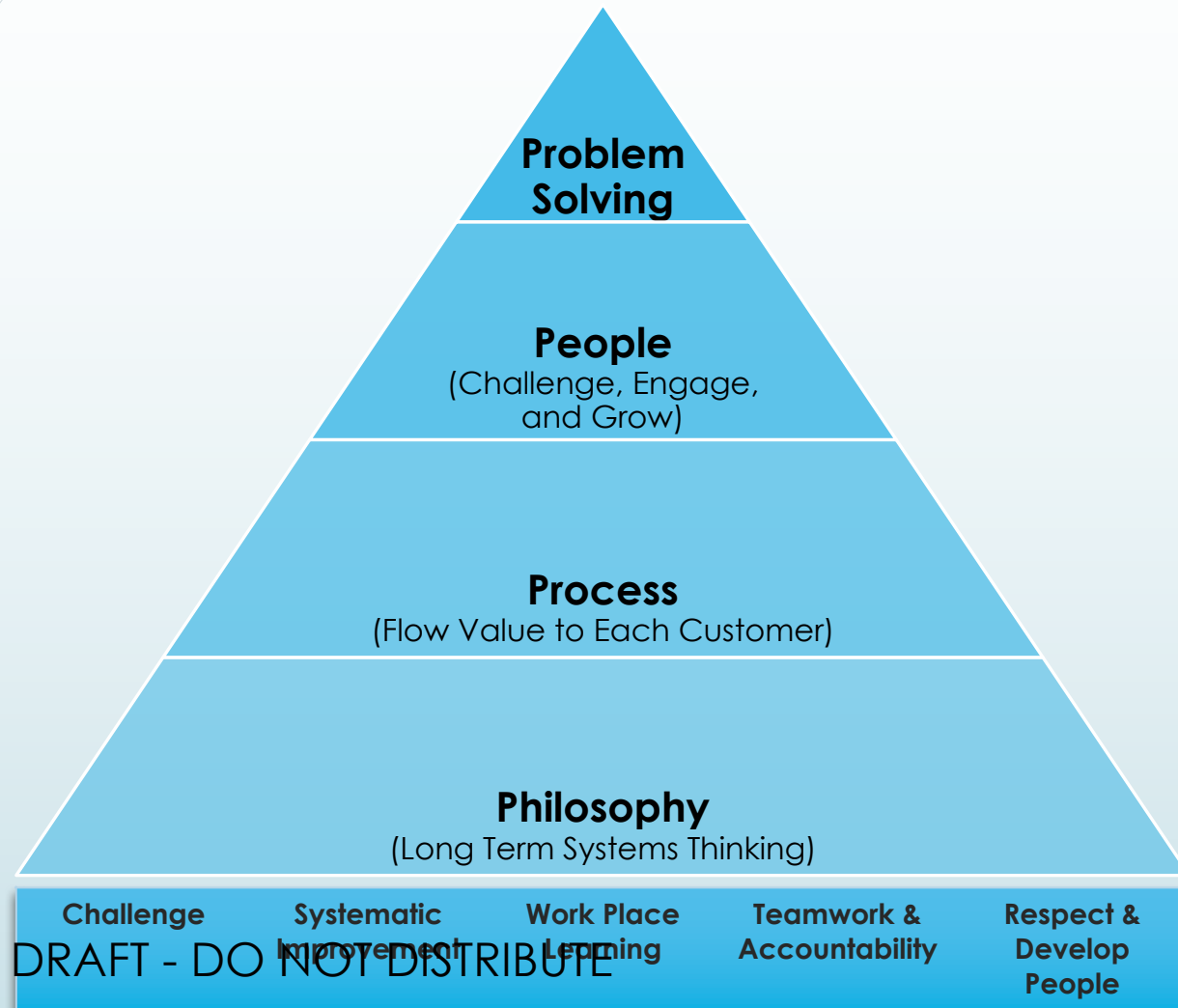
**Understand the  
Benefits of  
Service  
Excellence in  
Higher  
Education**

**Apply  
Scientific  
Thinking to  
Solve Problems**

**Communicate  
Value & Obtain  
Buy-In From  
Stakeholders**

# Getting Started

## Building a Service Focused Organization



# Example

## How to Problem Solve Your Way to Service Excellence

### 1. Ideal State

- What is the ideal or perfect state of the service from the client's perspective?

### 2. Current State

- What is the current state of the service? How is the service performing?

### 3. Gap or Problem

- What is the gap between the value expected vs delivered to the client?

### 4. Stretch Targets

- How do we get closer to the ideal or perfect state?

### 5. Root Cause

- What is/are the underlying reason(s) for poor performance?

### 6. Countermeasures

- What can we do to reduce the performance gap?
- Are the countermeasures effective?

### 7. Monitor

- Is the process working? Is performance moving towards the desired result? What adjustments are required?

### 8. Standardize

- What is working that should be standardized and institutionalized throughout the organization?

# Example

How to Problem Solve Your  
Way to Service Excellence

***How can we problem solve  
our way to service excellence  
in my organization?***

# Example

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# Example

## How to Problem Solve Your Way to Service Excellence

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## How to Problem Solve Your Way to Service Excellence

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# Example

How to Problem Solve Your  
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2. Current State
3. Gap or Problem
4. Stretch Targets
5. Root Cause
6. Countermeasures
7. Monitor
8. Standardize



## CENTRAL COAST LEAN SUMMIT 2018

**Mon-Tues, 16-17Apr18  
San Luis Obispo, CA**

<https://www.cob.calpoly.edu/centralcoastlean/summit/>

or

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