

## The Power of Lean Leadership for the Operations Leader

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“All the wood behind the arrow”, “Singing off the same hymn sheet “, “all the ducks in a row “..... We’ve all used them to describe the way we want things to be and as managers we’ve introduced working methods to ensure this is the case.

My own experience is that in many instances this has led to bureaucratic, complex processes and procedures - resulting in numerous controls and ultimately diminishing innovation within our businesses; and increasing resistance to change!

What we want from our teams is to look for waste, and to make the changes to remove it. We know from experience that this will drive a positive impact to the bottom line, but how do we achieve that?

When working as an Operations Leader at Celestica, Exel and DHL, I have seen the use of Lean Leadership enable extensive business improvement enhancements. As an Operations Leader I have found that it assists in defining and enabling changes to your complete business system and that the subsequent release of value to your business can be quite remarkable.

So far Lean techniques have mostly been applied within the production unit of businesses and to great effect. This though has **not** addressed the wider business system. Further and greater prizes still lie within the broader business; introducing *lean product development*, *lean supplier management*, *lean financial management*, *lean human resource* and *lean customer management* still beckons for many businesses.

To affect this change to Lean Leadership involves overcoming resistance, establishing a common set of tools, approaches that everyone uses, and dealing with implementation issues every day, hands-on, at the work group level. You can’t do this on your own, you must use the leadership that exists at all levels within your business, be it a Director or a Cell Controller. The Lean Leadership approach enables you to define the organization’s vision in a way that is meaningful to all your teams, it support the team’s efforts to achieve these goals through coaching, mentoring, and feedback and also recognizes and rewards success.

As Operational Leaders, Lean Leadership tools and techniques enable these objectives to be deployed throughout your organization and as such to be embedded within your business culture.

The Morpheus Group with its portfolio of Lean Leaderships tools has successfully achieved this for a number of peers in your industry with tried and tested methods. Onsite Lean Leadership courses from the Morpheus Lean Sigma University are our fastest growing product for good reason – the ROI is not just in soft skills but in tangible change delivered through mentored Lean Leaders.

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