



At Your Service! Creating a Culture of Continuous Improvement in Service

Bethany Foy

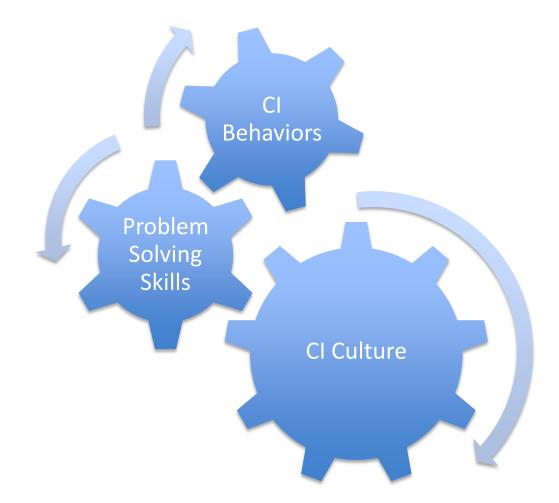
Continuous Improvement Leader Ohio Mutual Insurance Group







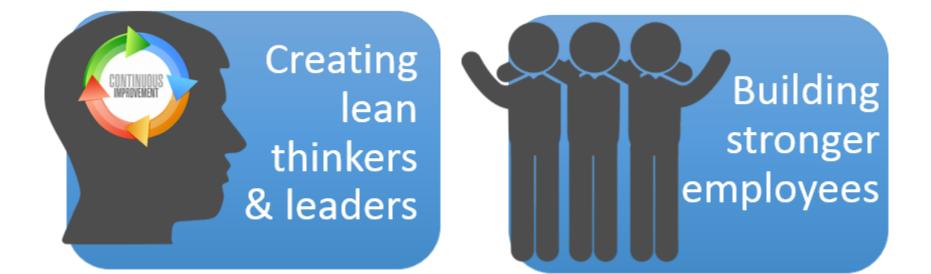








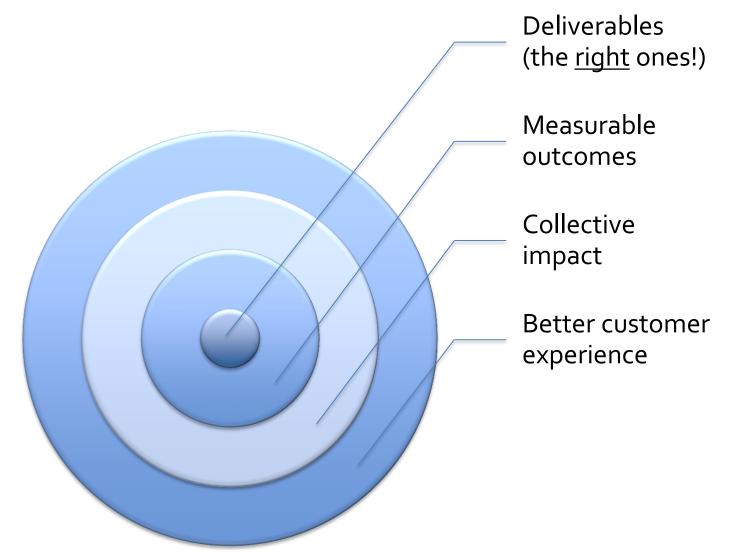




























































BOSS

- Drives employee
- Depends on authority
- Inspires fear
- Says, "I"
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Take credit
- Commands
- Says, "Go"

DIFFERENCE BETWEEN

LEADER



- Coaches them
- On goodwill
- Generates enthusiasm
- Says, "We"
- Fixes the breakdows
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, "Let's go"



GETENGAGED

SELF-ACTUALIZATION morality, creativity, spontaneity, acceptance

SELF-ESTEEM

confidence, achievement, respect of others

LOVE AND BELONGING

friendship, family, intimacy, sense of connection

SAFETY AND SECURITY

health, employment, property, family, and social stability

PHYSIOLOGICAL NEEDS

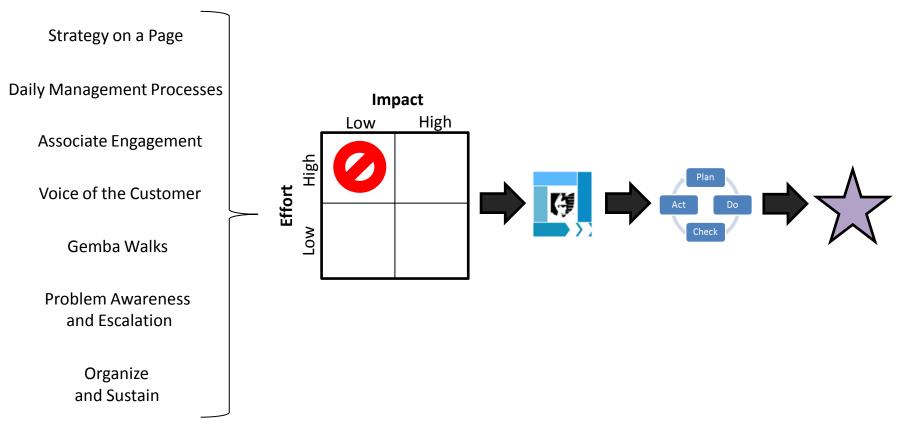
breathing, food, water, shelter, clothing, sleep







Lean Management System



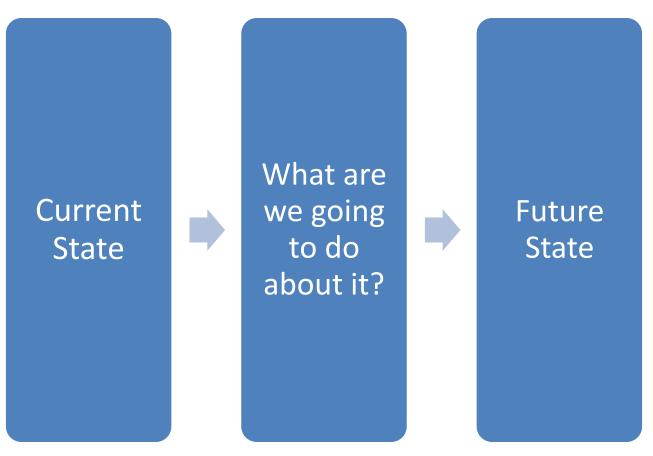








Strategy on a Page

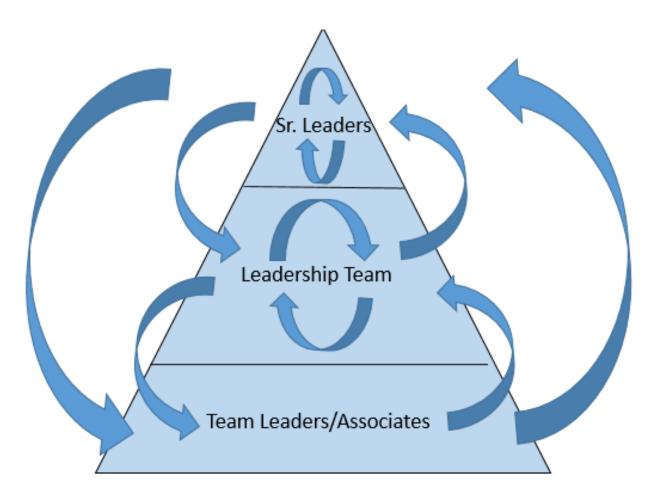








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Questions?











Get Engaged

- 1) Communicate along the way, yet smartly and concisely.
- 2) Ask "How can I help"?
- 3) Lead with a goal of personal development for yourself and others.







Thank You!

Your opinion is important to us!

Please take a moment to complete the survey using the conference mobile app.

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