

# Daily Engagement System



## LEARNING OBJECTIVES

- Describe how DES helps teams learn and obtain better results
- Distinguish process maintenance versus improvement, problem versus opportunity
- Describe DES roles and expectations
- Develop DES tools and system architecture
- Assess DES against ideal behavior to continuously improve the system

## DESCRIPTION

The Daily Engagement System (DES) supports all employees to plan to win the day, see and reflect on the performance from the day, and solve problems and decide what experiments to conduct to have better days.

DES engages those closest to the customer and have the most knowledge of their processes to take ownership and have accountability by obtaining better results.

Participants will be presented with the purpose of the Daily Engagement System, its tools, how to design and effective DES and how to assess and improve its performance against ideal behaviors

In-Person Format: 8-hour workshop  
Virtual Format: 3 x 2-hour Zoom sessions

## Lean Management Systems