



Lesla Nichols

Continuous Improvement Manager
GBMP

Lesla joins GBMP after 20 years with Toyota North America. Some of her principal responsibilities at Toyota included: Successful creation of new and modified methods for effective implementation of the Toyota Production System (TPS) at North American Toyota plants and certain suppliers. This work included Standardized Work, problem solving, short and long term Kaizen for worksite leaders. When needed, Lesla identified operational issues at plants; recommended corrective strategy and led implementation teams. In addition, she specialized in at-the-worksite support and coaching, utilizing her experience gained as a production manager within Toyota's Georgetown, Ky. Power train plant.

Prior to joining Toyota, Lesla served on the staff of a US Senator in Washington, D.C. and has been a senior public relations advisor to political campaigns and major manufacturers. She holds both a B.A. and M.A. focusing on international business.

At GBMP, she will apply her experience to product development, training and consulting.

Lessons from the Toyota Production System: Jidoka Workshop

This course applies to all levels of organizations, not just quality managers and not just manufacturers. The people who will get the most out of the workshop will be those that have struggled with implementing Jidoka concepts and have enough strength to lead an improvement effort within their organization.

Jidoka: Make it right the first time

We can't expect any company to be able to say they can make 100% good quality parts with no rework, scrap or inspection. There are just too many variables that would have to come together perfectly including:

- clear design specifications or standards,
- people so well trained and motivated that they make every product, every day with no issues,
- machines that are designed for ease of making a perfect work product each time (without any hiccups),
- materials that come to the process with perfect quality

And yet, that is the aim of Jidoka, to build products right the first time and if we don't (for any number of reasons), then we should not pass it on to our customer (the following process). This may sound like a worksite Utopia or ideal condition. If we could achieve 100% good quality every day, it would be.

In this course, we will learn about the ideal aiming of Jidoka, tools to use in the real world to help ensure a high level of making the product right the first time. We will also learn about real world ways to prevent passing on a defect.