



Continuous Improvement Through People, Learning, and Leadership

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Lean Leadership

There is an old saying:
“If you always do what you’ve always
done, you’ll always get what you’ve
always got.”

Continuous Improvement requires
leaders to challenge frameworks,
processes and behaviours – including
their own.

Simply training people does not
guarantee changed behaviour back in
the workplace. Sustainable improvement
is influenced by::

Business focus and alignment

Leadership encouragement

Opportunity to apply learning

Structured improvement
frameworks

Participation, contribution and
feedback

Recognition, refining and
reinforcement

Continuous Improvement should be
treated as an ongoing culture. It must
become a daily focus for everyone, at
every level of the organisation.

Lean leadership focus:

Setting
goals

Encouraging
cross-
functional
teamwork

Leading by
example
and being
visible

Breaking
down
silos

Celebrate

Encouraging
questions

Rewarding
contribution

Breaking
problems into
manageable
parts

Promoting
participation

Improvements, applied consistently, create momentum. Momentum
creates culture. And culture drives sustainable improvement.