

OUR STORY OF USING KAIZEN TO END HUNGER IN NYC

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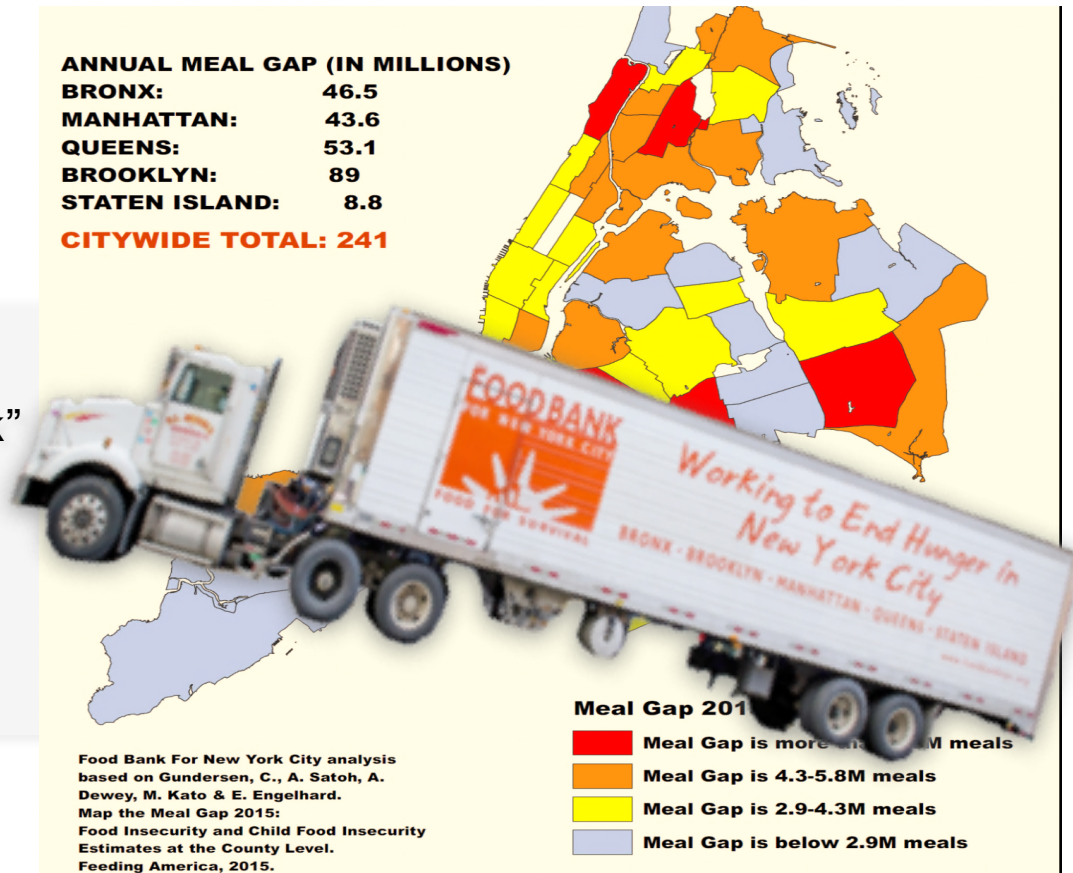
SERVING A CITY

- Not your neighborhood “food bank”
- Serve Charities. Serve People (1,000) (1.5 million)
- Innovation in Action: Food, Tax Refunds, Access to income supports

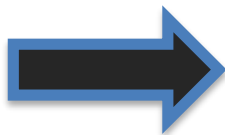
ANNUAL MEAL GAP (IN MILLIONS)

BRONX:	46.5
MANHATTAN:	43.6
QUEENS:	53.1
BROOKLYN:	89
STATEN ISLAND:	8.8

CITYWIDE TOTAL: 241



A Story of a GIFT



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A Gift called....KAIZEN

Japanese Translation

- Change for Better

LEAN Translation

- continuous improvement
- Long-term approach to work that systematically seeks to achieve small, incremental changes in processes
- Seeks to improve efficiency and quality.
- Applied to any kind of work

KAIZEN & FOOD BANK

2011 - 2012

Year of Introduction



2013

Year of Citywide Exposure



2014

Year of the Rollout



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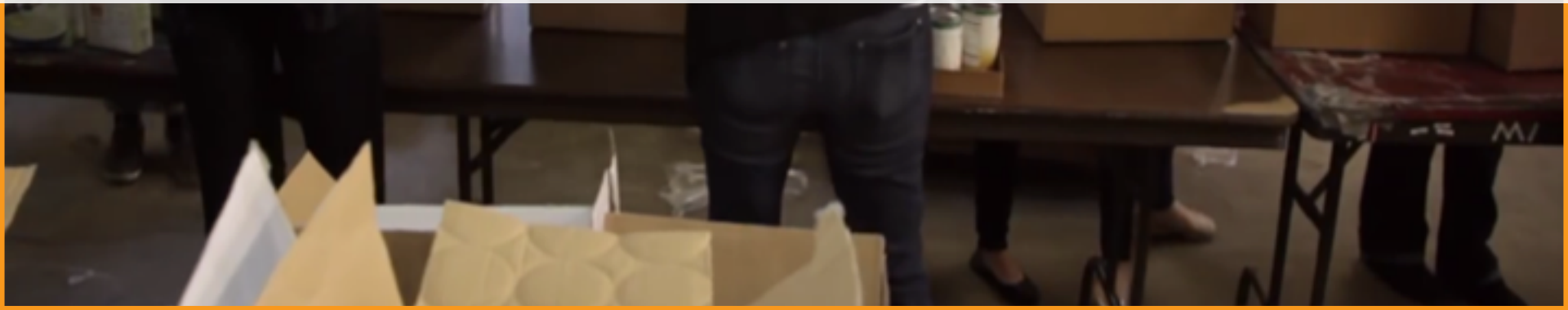


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MEALS PER HOUR Recap VIDEO



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THE POWER OF OUR PARTNERSHIP

- Attack the line
- Use Best of Corporate to CREATE Best of Service
- Benefit from Power of Image “Meals Per Hour” & Examples in Use
- Marry Partnership’s “Story” with Mission



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A photograph of a food bank aisle. In the foreground, a man in a red and black plaid shirt and a woman in a red top are standing near a shopping cart. The cart is filled with various food items, including canned goods and produce. The shelves are stocked with a variety of food items, including bread, canned goods, and fresh produce. The scene is brightly lit, and the overall atmosphere is one of organized activity.

From LONG Lines to LEAN THINKING

- Harlem “Gemba” → Best Opp to Serve Network of Charities
- Most operated by volunteers and have limited resources
- Data/Impact Role Created; Highlighted Cross Org MUDA
- Seismic Shifts in Soup Kitchen and Tax Program

Our Processes=Our Reflection

1. Embrace the Reflection, ESPECIALLY when not optimal
2. We Cannot Improve what We Will Not Confront
3. Process Orientation Makes For Better Partnerships



LEAN THINKING, ROBUST RESULTS

- **EMBRACE the MUDA: Less Than Productive Produce**
 - Model **Change**: from Produce Add Ons to Produce Pallets (\$18M)
 - Model **Established**: Green Sidewalks (86% increase in Produce to Poorest Communities/Charities)
 - New **Nutrition Policy**: (60% vs. 75% produce/Protein)
 - Model **Established**: Healthy Pallets (Two Major Retailers; Fulfillment Rate Doubled)



Nutritionist Teaches at Green Sidewalk

LEAN THINKING, ROBUST RESULTS



40K meals to Community

Food Bank 2 Go™ in Times Square

LEAN THINKING, ROBUST RESULTS

- **Bridging the GAP with Process**
 - Flat Philanthropy; Increasing Engagement
 - Public Experiences Mission in NonTraditional Environments;
 - Models **Established**: Campus Pantries; Food Bank 2 Go; Tax Appt. (More Meals, Greater Support)
 - Poorest Communities Get Food and awareness from Influencers



LEAN THINKING, Towards the FUTURE

- Kaizen Leader hired as New VP in charge of Food Distribution (3 to 6 hours/day SAVED)
- Cross Org Continuous Improvement Leader
- Cross Org Team: 4NYC Performance
- Rapid Response Teams (SNAP and Taxes)



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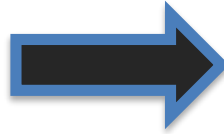
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From Our Story to Yours



Onward...somewhere, someday



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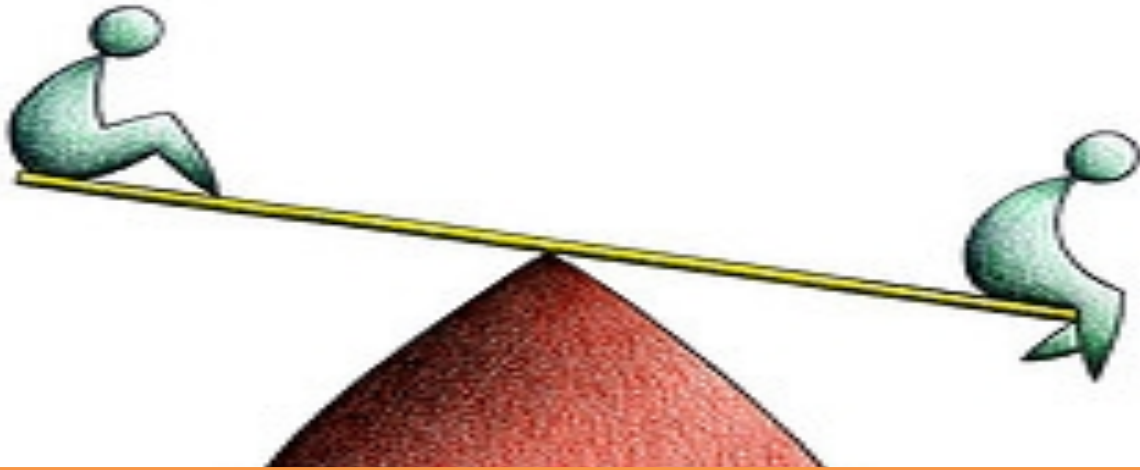


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Find Your Loom



**Origin of
Jidoka, a son
concerned
about his
mother's
back**



FALLING IN LOVE VS. BEING IN A RELATIONSHIP

Patience, commitment and consistency – even when you might want to run in the other direction

FALLING IN LOVE VS. BEING IN RELATIONSHIP

Falling In Love Looks Like	Relationships Look Like
Gladiator Style LEAN expert to the rescue	LEAN expert seeking to be HELPFUL based on needs
Seeing Improvements Only	Recognition that Improvements happen because there were PROBLEMS
Believing That you may apply LEAN to anything	Understanding Fit/Culture and Best Salesman
Backslapping After Implementation	Continuous Maintenance and Therapy

A LEAN, LOVING relationship

1. Don't get discouraged if the love looks a heck of a lot like annoyance
2. Amnesia Happens. Document the journey. Share It.
3. Believe that DIVORCE Is NOT an OPTION
4. All In Leadership=Success Accelerant

Thank You!

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