

## How We Impact

### Who

- UCM Patients and Families
- UCM Clinicians
- UCM Supporting Services

### What

- Quality - Zero Defects
- Cost - Best in Market
- Delivery - 100% on Time
- Technology - At the Forefront
- Service - Best in Class

### Where

- People
- Safety
- Quality
- Service
- Finance
- Positioning

### How

- Solve Problems
- Act on Opportunities
- Negotiate Contracts
- Place Orders
- Receive and Deliver Supplies
- Manage Supply Relationships

### Why

**Supply Chain  
People do Supply  
Chain Work**

## How We Make Decisions

### People First

- Patient and Employee safety is paramount to everything we do
- Engaged and involved Employees

### Supply Chain People Do Supply Chain Work

- Keep Clinicians free to take care of patients
- Control supplies to the point of clinician use
- Obtain quotes and negotiate contracts

### Eliminate waste & Continual Improvement

- 5S & Standard Work
- Drive team based strategic sourcing & Value Analysis processes
- Innovate to optimize the system
- Problems are opportunities, drive to root-cause (5-why) and effective solutions
- Manage Inventory at transactional level
- Continually learn and apply new knowledge

### Supplier Relationships

- Pursue strong supplier relationships to achieve zero defects, 100% on time delivery, best cost, best technology, and excellent service from each supplier.

### Diversity

- Pursue Diversity in our People, Ideas, and Suppliers

## How We Manage - MDI

### Managing for Daily Improvement

#### Role of Each Employee

- Readiness to do the job each day
- Escalate issues for support
- Awareness of progress to goals
- Participate and Communicate

#### Role of Each Leader

- Drive the process
- See the actual situation, place and problem
- Ability to teach employee problem solving
- Ask good questions and act with urgency
- Determine if GEMBA = MDI board

#### Management & Problem Solving

- Plan—Do—Check—Act
- Are we ready for today?
- Are there issues left over from yesterday or last shift?
- Did we get all today's work completed?
- Are we hitting our objectives?
- What help do you need?