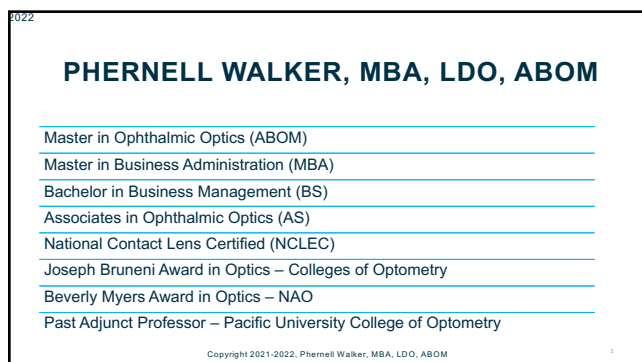


1



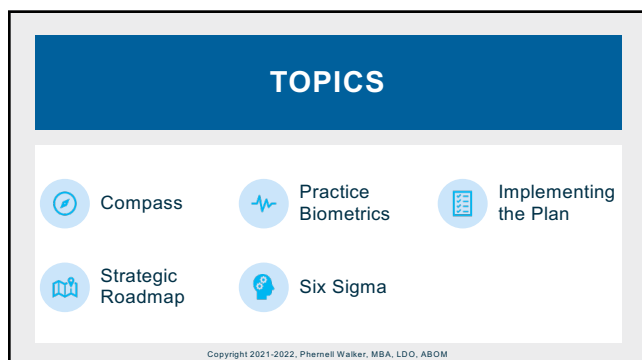
2



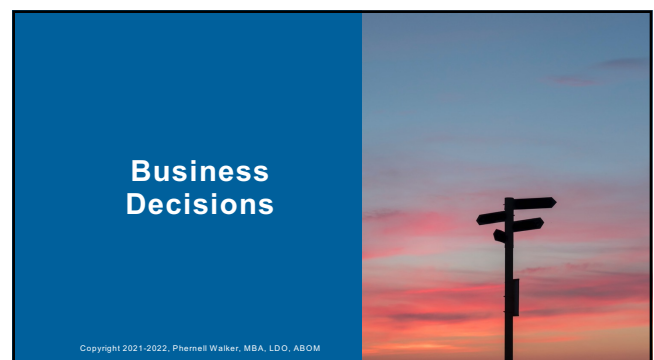
3



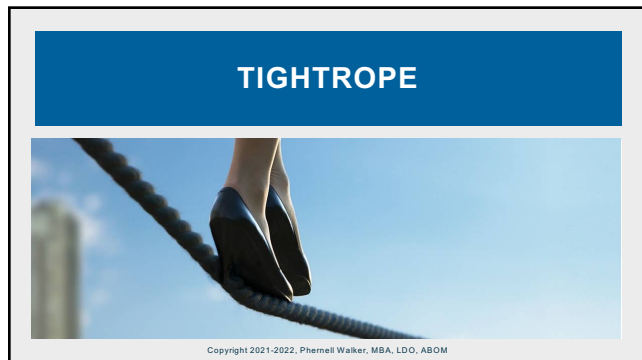
4



5



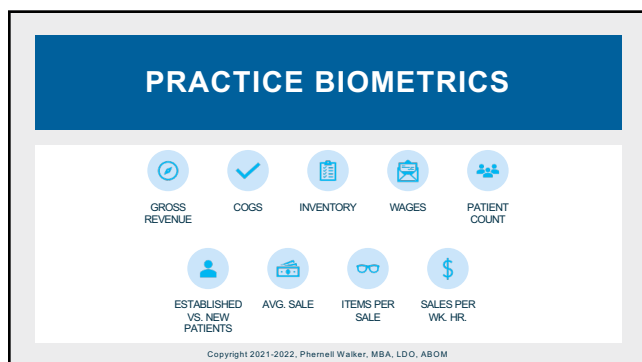
6



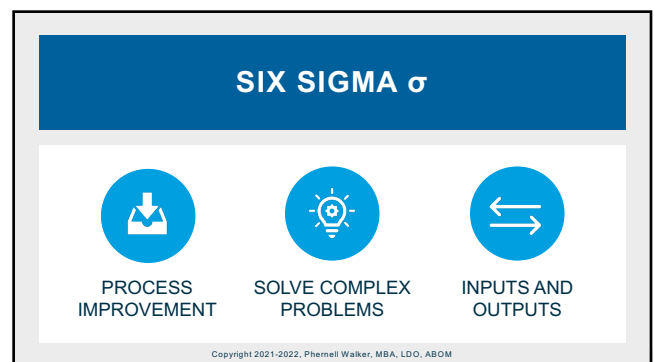
7



8



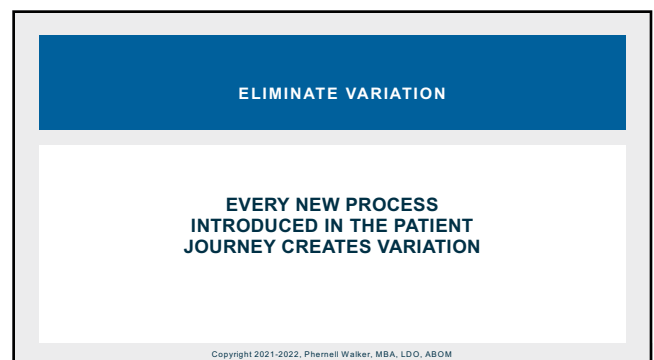
9



10



11



12

SIX SIGMA σ ROOT CAUSE ANALYSIS



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

13

EXAMPLE CATEGORIES

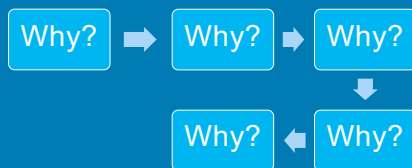
- Methods
- Equipment
- People
- Products
- Measurement
- Environment



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

14

FIVE WHY'S



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

15

POLL TIME



Copyright 2021-2022, Pure Optics, Phernell Walker, MBA, LDO, ABOM

16

16

Venn Diagrams



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

17


ROADMAP

- The "What"
- Problem Statement
- Solution
- Target Date
- Milestones



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

18




HUMAN RESOURCES CONSIDERATIONS

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

19

MANAGEMENT PHILOSOPHY

- Autocrat Management
- Social Management
- Business Coach




Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

20

AUTOCRAT MANAGEMENT

- Policy and rules focused vs. people focused
- Facts alone
- Black / White vs. Spectrum Thinking



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

21

SOCIAL MANAGEMENT

- Slow change
- Little progress
- Increased variation



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

22

BUSINESS COACH



- Leading the team to the correct process decisions
- Asks for input from all stakeholders
- Make each decision "the team's idea"

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

23

WHAT'S YOUR MANAGEMENT STYLE?

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

24

POLL TIME



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

25

Manager's Multiple Hats



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

26

MOTIVATION STARTS WITH YOU!

If you're not motivated, excited, and goal oriented, your staff will not be either!



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

27

FORMS OF MOTIVATION

- Monetary
- Non-monetary



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

28

Discourage



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

29

WHAT EXCITES YOUR TEAM?



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

30

Transactional Change

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

31

Transformational Change



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

32

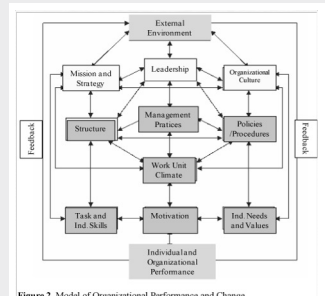
CHANGE IS NOT EASY



33

33

FEED BACK LOOP



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

34

TRANSFORMATIONAL

- Wage increase vs. Commission
- Wage increase vs. Contest
- Lunch out with the boss
- Additional vacation time
- Recognition
- Employee input panels
- Have Fun! (Jokes of the day, goal awareness)
- Flex time off
- Relaxed dress Code
- Group Lunch
- Sale of the Week
- Daily conversation with your team

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

35

MOTIVATION OUTCOMES

- Achieve positive results
- Happy work environment
- Happy patients
- Goals are different from a mission statement



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

36

Are You Inspiring Success or Managing Failure?



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

37

LEADERSHIP

- Managers focus on the "how"
- Leaders focus on the "what"



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

38


GOAL LEADERSHIP

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

39

KEEPING SCORE WITH KPI

Imagine going to a game without a score board.




Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

40

INTERNAL VS EXTERNAL PROBLEMS

Benchmarks and KPI's allow us to distinguish between internal versus external problems.



Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

41

LOW AVERAGE SALE

Internal factors:

- Lack of product knowledge
- Failure to demonstrate more expensive options
- Low items per sale
- Discounting too much or too often
- Lack of quality time spent with the patient
- Inefficient scheduling

External factors:

- Lack of inventory in price points
- Advertising- increase in promotions has decreased average sale, but increased patient volume
- Demographics do not support the price point

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

42

LOW ITEMS PER SALE

Internal factors:

- Lack of confidence to offer additional options
- Disbelief in the product
- Lack of technical knowledge in matching the Rx to options
- Lack of sales technique
- Lack of quality time spent with the patient
- Lack of display materials
- Lack of inventory and diversity

External factors:

- Lack of inventory in price points
- Advertising- increase in promotions has decreased items per sale, but increased patient volume
- Demographics do not support the price point
- Lack of vendors or funding for adequate inventory levels

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

43

Invest in Training

What if I train my team and they leave?

What if you don't train your team and they stay?

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

44



Change Management

- Change can be stressful
- Mitigate possible risks
- Communicate **WHY**
- Gain stakeholder buy-in
- Plan for the change

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

45

TRAINING



TRAINING PEOPLE REQUIRES THEM TO SAY "YES" TO CHANGE.



GETTING PEOPLE TO CHANGE IS VERY DIFFICULT, SOMETIMES IMPOSSIBLE!

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

46

SWOT ANALYSIS

Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM



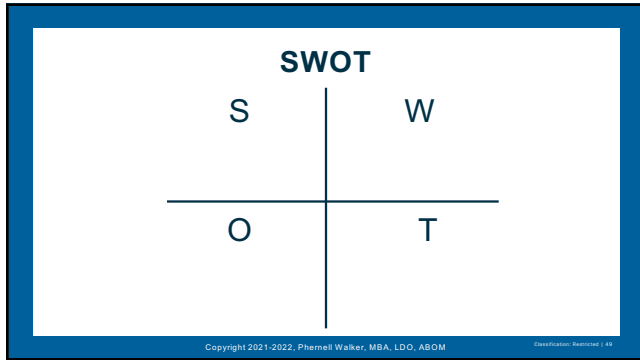
47

SWOT

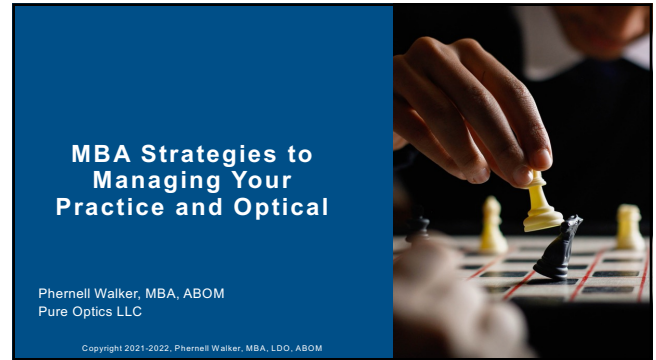


Copyright 2021-2022, Phernell Walker, MBA, LDO, ABOM

48



49



50