



AMBASSADORS

Ashley E. Meschke
Juan A. Chapman

TEAM MEMBERS

Data Analyst
Data Scientist
Automation Expert
Communications +
Deployment Expert
Solution/User
Experience Architect
**actual members TBD*

KAIZEN • AGILITY • LEAN

Define + Map.
Create Solutions.
Pursue Perfection.



Reduce/remove human struggle
and pain points from front-line
workers through collaboration and
human-centered process design.



PROPOSITION
Empowering Cross-Functional teams to
apply bubble-up problem solving and
design solutions with the field. By
deploying our GOLD Team to various
on-site locations, we will Go, Observe,
Learn, Design and implement rapid
improvement strategies for front-line
processes, removing pain points and
human struggle.

**GO INTO THE
FIELD AND
OBSERVE
FRONT-LINE
WORKERS**

**DOCUMENT
CURRENT
PROCESS**

**LISTEN TO LEARN
HUMAN STRUGGLE**

**COLLABORATE + DESIGN
PROCESS SOLUTIONS
ON THE SPOT**

IDENTIFY

- **PROJECT TYPE**
- **SOLUTIONS
MANAGER**

**MULTI-
PHASE FIX**

**EASY
FIX**



EASY:

**ONE
PERSON FIX
SOLUTION in
≤ 2 WEEKS**

MULTI:

**CROSS
FUNCTIONAL
TEAMS PROCESS
SOLUTION in
≥ 2 WEEKS**

**MVP:
TESTABLE
PRODUCT
IN TWO
WEEKS**



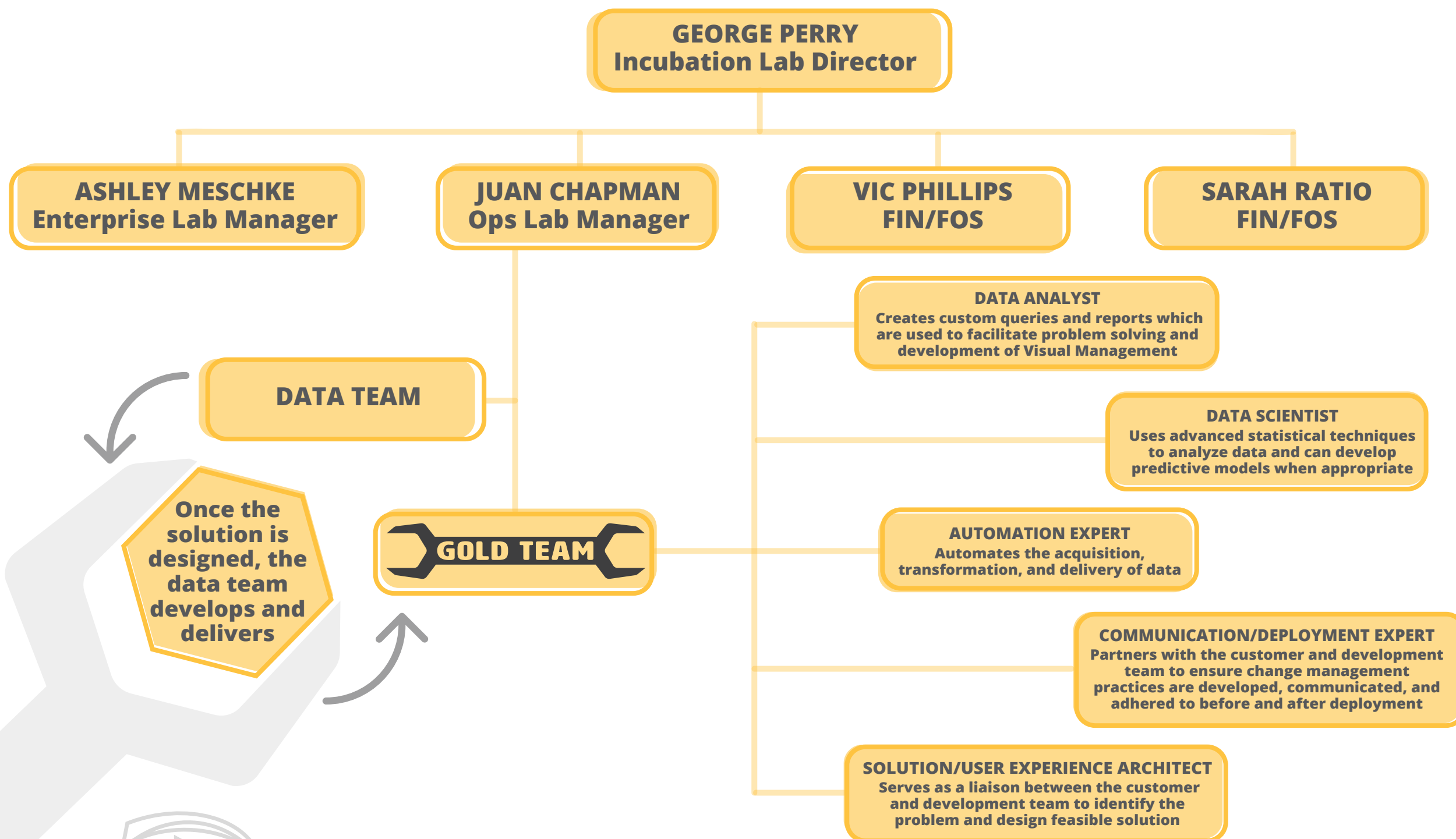
**ITERATE
UNTIL
WE GET IT
RIGHT**

**SOLUTION
DEPLOYMENT
FOLLOW UP**

GOLD TEAM

GO. OBSERVE. LEARN. DESIGN.

GOLD TEAM ORG CHART



RESOURCES

- DATA ANALYST
- DATA SCIENTIST
- AUTOMATION EXPERT
- COMMUNICATIONS + DEPLOYMENT EXPERT
- SOLUTION/USER EXPERIENCE ARCHITECT

EQUIPMENT

ONE GO-PRO
CAMERA

ONE MICROSOFT
SURFACE TABLET

KAIZEN

Developing a culture where all employees are actively engaged in improving the company

AGILITY

Organizing systems focused on improving specific areas within the company.

LEAN

Eliminating waste and improving efficiency



#SOLUTIONS #CEWAY #WASTEELIMINATION

CMS ENERGY