

Control at source

If rework occurs, trace where the inputs come from and check if better control at the source could prevent it.

A report has to be redone because the numbers are wrong.
The mistake comes from incorrect data entered earlier in the process.
Instead of fixing the report each time, add a simple data check when the numbers are first entered.

game card

Timing and motivation

If a task is delayed because it’s not prioritized, ask what actually triggers the stakeholder to act—and whether that trigger should change.

Sending an email at 15:30 on a Friday may be seen but not acted on, and it won’t be a priority Monday.
A better trigger could be a call Monday morning.

game card

The 5 whys

Ask why a task is a problem, then keep asking “why” to find the root cause.

Example:
I don’t want to run.
Why? I’m tired.
Why? I stayed up late.
Why? I had homework.
Why? I put it off and played video games all week.
Root cause: procrastination, not running itself.

game card

AFL (Adfærd/Friktion/Løsning)

Define the bottleneck, why it occurs, why it slows the process, and how to fix it.

The bottleneck occurs because:
[Stakeholder] takes 2 weeks longer to respond than promised. It creates a friction point because:
I can’t continue the process before I receive the data, and it delays the whole process by two weeks.
To minimize the wait:
We could send daily reminders/pokes to [stakeholder]

game card

Lean & waste reduction

Lean and waste reduction means focusing on what creates value and removing what doesn't.

Does this task really need an approval? We get it right 99% of the time, and the approval time is on average 4 days.

Maybe If stakeholder one did these two tasks that stakeholder 2 now does. We could avoid a handover that sometimes lead to the application laying 2 days on the desk.

game card

Remove Sludge

Sludge is unnecessary friction that makes a useful behavior harder than it needs to be.

Problem: People must log into three systems to complete one small task.

Remove sludge by reducing logins, pre-filling information, or combining steps.

game card

Faster Bike or better route

You could implement tools or It systems to make the process faster, but what if it is a flawed process at first?

If you wanna get to france faster than you can now, buying a faster Race bike might be a little faster, but taking the train would be a lot faster.

game card

COM-B Model

People do something when they have the Capability, Opportunity, and Motivation to do it.

Problem: Staff do not use a new digital tool.

Capability: Do they know how to use it?

Opportunity: Do they have time and access?

Motivation: Do they see why it matters?

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If–Then Planning

Create a clear plan for what to do when a specific situation happens.

Instead of saying: “We should respond faster to urgent cases.”

Say: “If a case is marked urgent, then the case owner must respond within 30 minutes.”

game card

AFL (Adfærd/Friktion/Løsning)

Define why the bottleneck occurs. Then identify why it creates friction in the process. Then propose a solution to minimize or remove the bottleneck entirely.

The bottleneck occurs because:

[Stakeholder] takes 2 weeks longer to respond than promised.

It creates a friction point because:

I can’t continue the process before I receive the data, and it delays the whole process by two weeks.

To minimize the wait:

We could send daily reminders/pokes to [stakeholder]

game card

System 1 & 2 Thinking

Look at the tasks that frequently go wrong and ask the question “Which parts of this task is second nature and can be done without thinking hard, and which parts of this task needs hard thinking.

Can we change the way the task is being done, so that we accurately can do more of the task without having to think hard.?

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Necessary or not

After defining a bottleneck, ask yourself: Is this step necessary for the case to move forward? If it is, then ask yourself what changes you can make to minimize the problem.

Is it really necessary that we request [department] for information about the citizen?

Yes.

Okay, then how can we reduce the time it takes for us to receive the data?

Ask the citizen to deliver the data before beginning the case.

game card

Process Standardization

- Create SOPs (Standart Operating Procedures) for the lightning bolt task.
- Create a clear explanation of the correct way to do a task.
- Define clearly what the inputs and outputs of the task are.
- Create Templates and checklists to ensure that the task follows the correct procedure.

game card

No pissing in the corners.

- Rank the Lightningbolt tasks from most important to improve to least important to improve.
- Rank them by what Lightningbolt task is slowest and what happens the most frequent.
- Pick the highest ranked tasks and draw a few more cards for those tasks.

game card

Pain VS Gain

- Compare how painful the current problem is with how valuable the solution would be. This helps prioritize what to fix first.
- A team finds five friction points.
- One is annoying but rare. Another happens every day and delays customers. The daily customer delay should be prioritized first.

“Which problem hurts the most, and which solution gives the biggest improvement?”

game card

Social context analyze

- Rank all of the identified lightning bolts according to whether they’re micro, meso, or macro level problems.
- Micro – affects individuals
- Meso – affects interpersonal/groups
- Macro – affects community/society

game card