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The Project Reformer's e-Tip of the Week

005: Speak about Customer Value with Your Team

Get clear about what is of value to your client in the work you are doing this week (and every week hereafter). Find some way to speak about this in your everyday-walking-around conversations. Customer value provides both the context for the work and the guidance when making choices. Don't let your team operate without it.

Keys for Value-Focussed Action:

- | Speak about value from the client's perspective.
- | Examine everything you do with the question, *How does this add value for the client?*
- | Find and eliminate the sources of waste.
- | Make work ready.

One of the principal sources of waste on projects is waiting for someone to complete their task so that you can begin. In the LPS™ we address this by "making work ready." Your attention to resolving constraints prior to the planned start of work will eliminate waste across your project.

Excerpted from the coaching-by-email program *First 30 Days on the Last Planner™*
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