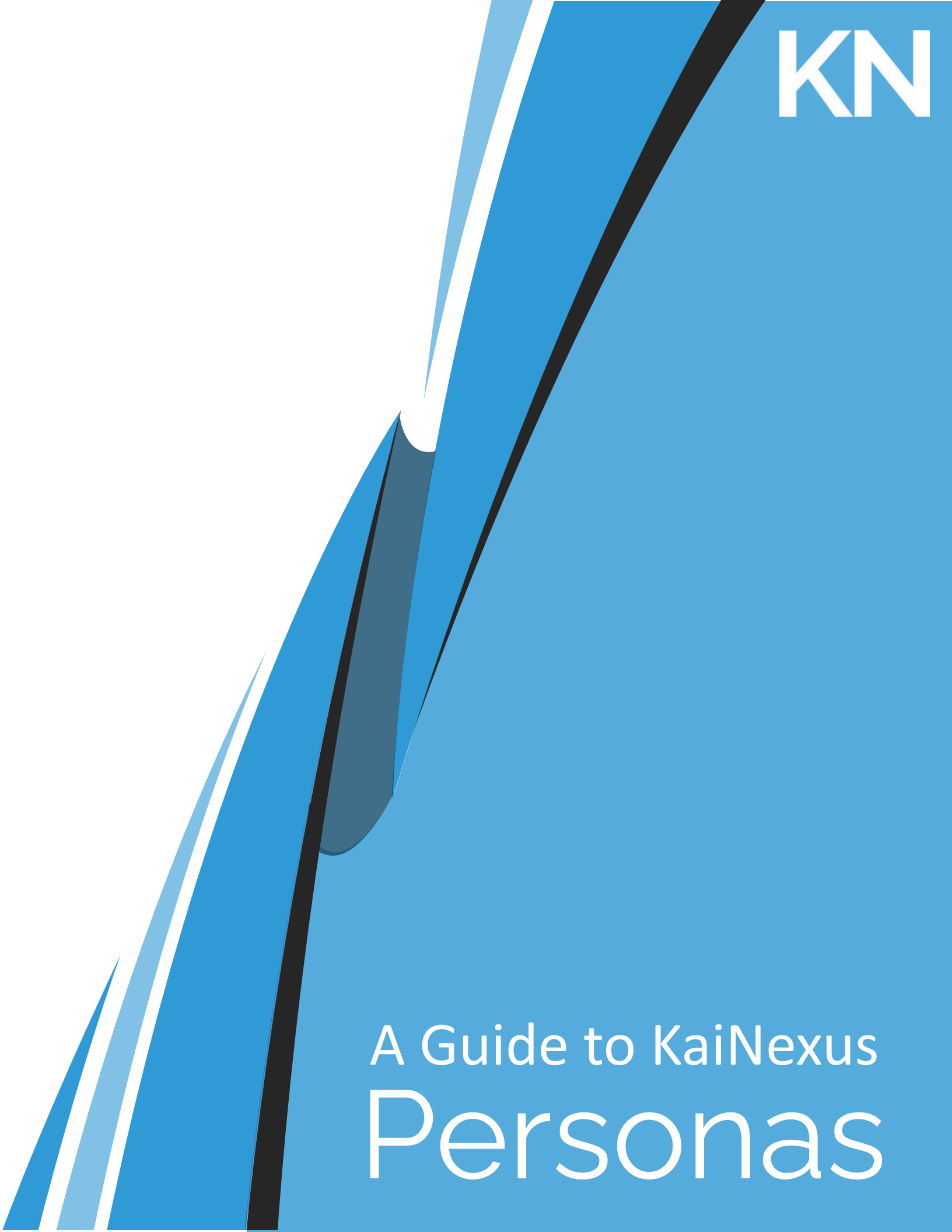
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A Guide to KaiNexus
Personas

Person whose primary job function relates to improvement work

CI COACH

Director of Continuous Improvement, Process Improvement Specialist, etc.

Recommended Settings:

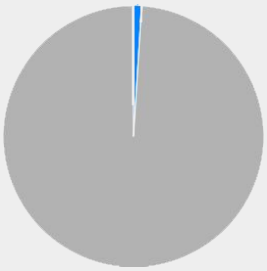
User Status:

General User

Access:

Widespread permissions across all of KaiNexus

Logs into KaiNexus multiple times per day



<1% of your users should be CI Coaches

Who are these people?

Continuous Improvement (CI) Coaches are the people in your organization that are primarily responsible for establishing and sustaining your culture of continuous improvement. At some organizations this is a single individual, while others may have a whole department dedicated to this task.

Their view of KaiNexus will be the most advanced as they will have the most widespread system permissions across all of their KaiNexus Users.

What do they need to see first?

- Senior leader engagement
- User activity & engagement
- Items awaiting approval
- Bottlenecks reports

How do they spread improvement?

- Determine the process by which all continuous improvement is done across the organization
- Establish ideal improvement behaviors for every Persona specific to the organization
- Hold senior leaders accountable to their ideal improvement behaviors
- Coach and assist managers in establishing and sustaining improvement habits in their staff

KaiNexus

Director of Continuous Improvement, Director of Process Improvement

Person whose primary job function relates to managing improvement work and acting as main point of contact for KaiNexus

KAINEXUS CHAMPION

Who are these people?

KaiNexus Champions are typically the primary or secondary contact with KaiNexus. This person typically acts as an administrator for KaiNexus at your organization.

KaiNexus Champions have regular meetings with your dedicated Customer Success Manager to ensure ongoing maintenance of your system.

Recommended Settings:

User Status:

Superuser

Access:

Fully Functional in KaiNexus

Admin access

Widespread permissions across all of KaiNexus

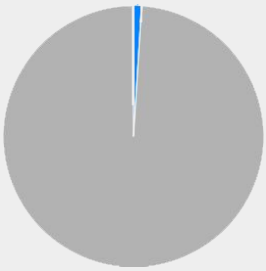
Logs into KaiNexus multiple times per day

What do they need to see first?

- Senior leader engagement
- User activity & engagement
- Items awaiting approval
- Bottlenecks reports

How do they spread improvement?

- Set tone for commitment to continuous improvement
- Hold managers accountable for following improvement behaviors
- Recognize and reward areas of excellence
- Advocate for KaiNexus internally
- Communicate about improvement frequently
- Model behaviors they want to see across organization
- Responsible for working closely with the KaiNexus Team
- Responsible for general updates & maintenance in KaiNexus



<1% of your users should be KaiNexus Champion

KaiNexus

Person who is a senior leader in your organization

EXECUTIVE

Vice President, C-Suite Executive, Division Lead, etc.

Recommended Settings:

User Status:

General User

Access:

Simplified view

No admin access

Visibility into the impact of improvement

Visibility into organization-wide KPIs

5-10% of your users should be Executives

Who are these people?

Executives are the people in your organization who, while not directly responsible for continuous improvement as a part of their daily work, are highly invested in its success as a way to achieve organizational goals and strategic initiatives.

The executives in your organization need a high-level view that enables them to see what's happening with regard to each of their key performance indicators, without getting bogged down in the details managed by your CI Experts and/or KaiNexus Champions.

What do they need to see first?

- Activity at the department & location levels
- Impact at the department & location levels
- Health of big initiatives & strategy
- Status of organization-wide KPIs

How do they spread improvement?

- Set tone for commitment to continuous improvement
- Communicate about improvement frequently
- Hold managers accountable for following improvement behaviors
- Model behaviors they want to see across organization
- Recognize and reward areas of excellence

KaiNexus

Person driving improvement work in their area of the organization

LEADER

Manager, Team Leader, Director, Division Lead, etc.

Recommended Settings:

User Status:

General User

Access:

Logs into KaiNexus at least once per day

Simple to advanced views, depending on the user and their use-case

Limited configuration options, to tailor the system to their teams' needs. Will depend on CI Coaches and/or Champions for help with advanced configuration.

5-20% of your users should be Leaders

Who are these people?

The Leaders in your organization are the people responsible for driving the improvement work of their Frontline workers in order to meet the goals set by their Executives.

Their goal is to model and promote the improvement behaviors that create a culture of continuous improvement, and ensure that their employees practice them. Leaders depend on the improvement and technology expertise of the CI Coaches and/or KaiNexus Champions.

What do they need to see first?

- Items their team has submitted & the status of those items
- Activity and engagement metrics for their team & location
- Health of large-scale initiatives and strategy deployment
- Visibility into organization-wide KPIs

How do they spread improvement?

- Drive and create discipline around improvement in their teams
- Communicate & frame leadership goals to their teams at the local level
- Coach improvement rather than doing the improvement themselves
- Encourage champions and identify skeptics that need extra coaching
- Hold frontline users accountable for following the desired improvement behaviors
- Implement the standard improvement methodology outlined by the CI Coaches

KaiNexus

Person engaged in improvement work without higher-level improvement responsibilities

FRONTLINE

Office Worker, Nurse, Technician, Equipment Operator, etc.

Suggested Settings:

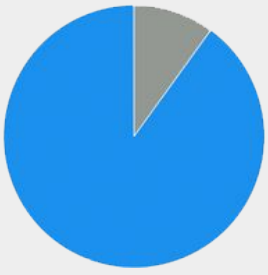
User Status:

General User

Access:

Simplified view promoting the capture of ideas and collaboration with others

Logs into KaiNexus between once a week and once a year.



70-90% of your users should be Frontline

Who are these people?

Your frontline people are those that participate in improvement, but are not responsible for higher-level improvement work like coaching or planning and organizing strategic efforts.

Because these are the people that perform the daily work of your organization, they are the best-suited to improve those processes. 80% of the improvement potential of your organization lies in these employees.

Your goal in engaging frontline employees is to make it easy for them to participate without interrupting the necessary flow of their work. They don't need to be improvement or technology experts to be effective!

What do they need to see first?

- Button to submit items
- All of the items they've submitted
- Items they need to be aware of

How do they spread improvement?

- Identify opportunities, problems, waste, and defects.
- Communicate opportunities, problems, waste, and defects.
- Help provide solutions to these identified opportunities.
- Engage in top-down improvement efforts as needed.

KaiNexus