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Building Learning Capability Through Simulation In A Blended Learning Model

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BOK or BOC?

First, perhaps we need new terminology:

OLD: Body of Knowledge (BOK) – what the practitioner should **KNOW**

NEW: Body of Capability (BOC) – what the practitioner should be able to **DO**

What's the difference? Isn't this the heart of Lean Six Sigma?

The DOing Equation

$$\begin{aligned} &\text{Capability} = \\ &\text{ABILITY to Do It} \\ &+ \\ &\text{CONFIDENCE to Do It} \end{aligned}$$

Football Practice



A typical college football team plays 11 games, each of which has 60 minutes of running clock time, for a total of 11 hours.

During the season, the team practices approximately 370 hours (this would probably be higher if not limited by the NCAA).

The ratio of practice to play is therefore 34:1

Lean Six Sigma Practice

Within your Lean Six Sigma deployment, what's your ratio of practice to performing?

Why isn't it higher?

Lean Six Sigma Practice

If you are constrained by time and money, shouldn't your training be as effective as possible with as much practice as possible?

Why Simulation?



Shouldn't there be a “batting cage” or “flight simulator” where mistakes are less costly – or where mistakes can even be encouraged?

Why Simulation?



So that results in
the real world are
more predictable?

A Demanding Environment

- The Tools Are Complex
- There Are Lots Of Them
- Interactions Between Tools Are Complex
- There Are Many Conditions And Prerequisite Assumptions
- Long Real World Cycle Time Delays Learning Feedback.
- Mistakes In The Real World Are Expensive And Dangerous.

Practice Through Simulation

Simulations can provide the
PRACTICE necessary to build
COMPETENCE and move from
competence to **CONFIDENCE**.