

# An EVEN More Effective Food Bank

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## Serving a City

- Not your neighborhood “food bank”
- Serve Charities to Serve People (1.5 million)
- Innovation in Action: Food Distribution and Beyond

250 MILLION MISSING



2011  
2012

• **Year of Introduction**

2013

• **Year of Citywide Exposure**

2014

• **Year of the Rollout**



# Lean Thinking, Robust Results

- **EMBRACE the MUDA**
  - Examining Slow moving Food & Getting Rid of It: \$3 million
  - Examining impact of disconnected data: 1<sup>st</sup> Time CRM across all hunger programs
- **All Hands On Efficiencies**
  - Focused on Participation: 23% increase in Kosher Food
  - Changed our Donated Produce Process: 22% increase aka 18 million
  - Record Distribution (76mill); 13% reduction in labor costs
  - Collective impact strategies for hunger programs: 19mil additional meals to NYC

# Lean Thinking, Robust Results

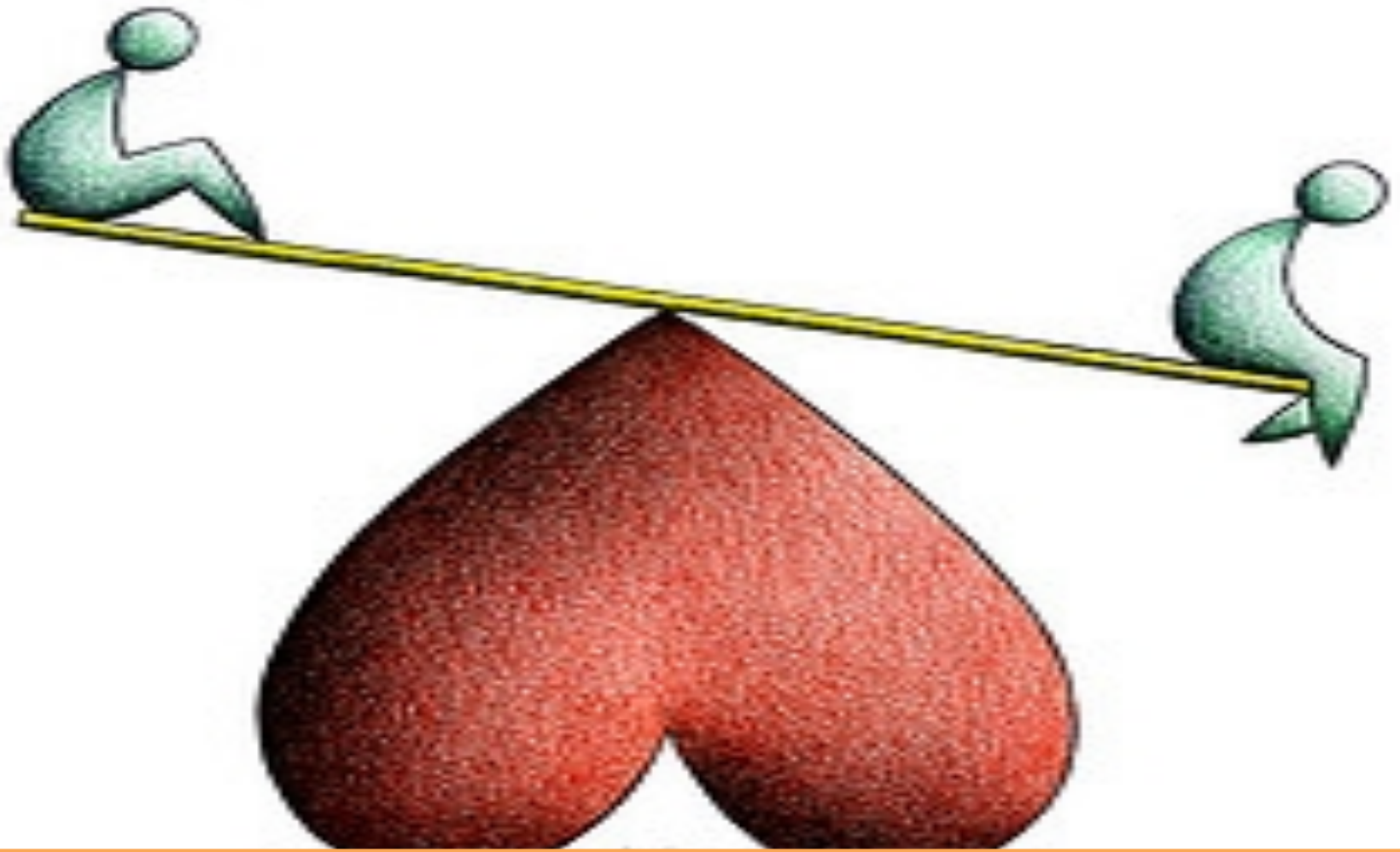
- **Continuous Improvement By Zone**
  - 17% increase in compliance site visits
  - 77% increase in capacity site visits
  - 49% increase in training participation
  - Intentional system of co-locating Strategic anti poverty programs in communities of highest needs



## Our Gemba. Our Network.

- Food pantries, soup kitchens, schools, mobile pantries, shelters, and large multi-service organizations
- Most operated by volunteers and have limited resources
- Harlem “Gemba” → Best opp to seed and Scale Solutions





## **Falling In Love vs. Being in a Relationship**

Responsibility, commitment and consistency – even when you might want to run in the other direction

# Walking the Thin Line

1. Don't get discouraged if the love looks a heck of a lot like annoyance
2. Dealing with the effects of Amnesia
3. Carried over the Threshold....Racing to Therapy
4. Believing that DIVORCE Is NOT an OPTION

# Falling in Love Vs. BEING in Relationship

<b>Falling In Love Looks Like</b>	<b>Relationships Look Like</b>
Gladiator Style LEAN expert to SAVE a charity	LEAN expert seeking to be HELPFUL based on CHARITY's needs
Seeing Improvements Only	Recognition that Improvements happen because there were PROBLEMS
Believing That you may apply LEAN to anything	Understanding Fit/Culture and Best Salesman
Backslapping After	Continuous Maintenance and



## **The Power of our Partnership**

- Use Best of Corporate to CREATE Best of Service
- Benefit from Power of Image “Meals Per Hour” & Examples in Use
- Marry Partnership’s “Story” with Mission





# Q and A