

# Lean Government

High Performance Government Operations

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# Lean Government Implementation Plan

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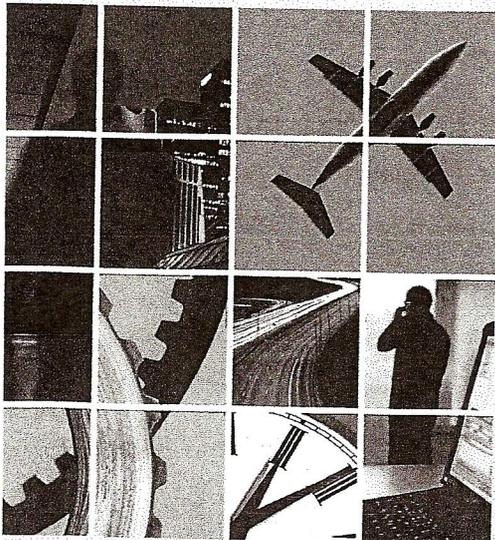
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Overview of Key Tasks: 12 month horizon

TASK/EVENT	1	2	3	4	5	6	7	8	9	10	11	12
Strategy Deployment	█											
Communication Plan	█	█										
Lean Fundamentals Training		█	█	█								
Value Stream Mapping			█	█								
Kaizen Events				█		█		█		█		
Customized Training					█		█		█			
Facilitator Certification							█	█	█	█		
Strategic Alignment				█				█				█

The plan above reflects the "strategic vision" approach to implementing Lean Government. Everything starts with the initial strategy deployment session in which top management defines the vision and goals of the organization. These strategic goals are then "deployed" down through the operational value streams to the cell level of the organization where actual improvements must take place to support the top level goals. Once a plan is developed, it is communicated to the entire organization. Then we can begin Lean Fundamentals training. This is a pre-requisite for any successful transformation program. Value stream mapping is crucial to gain an understanding of how value is created and delivered to the client but also to project a vision of the future state. The kaizen events are team-based, rapid improvement events which energize the organization while bringing measurable, observable improvements in a short period of time. At the appropriate time, facilitators are identified and trained to enable the organization to sustain Lean transformation.



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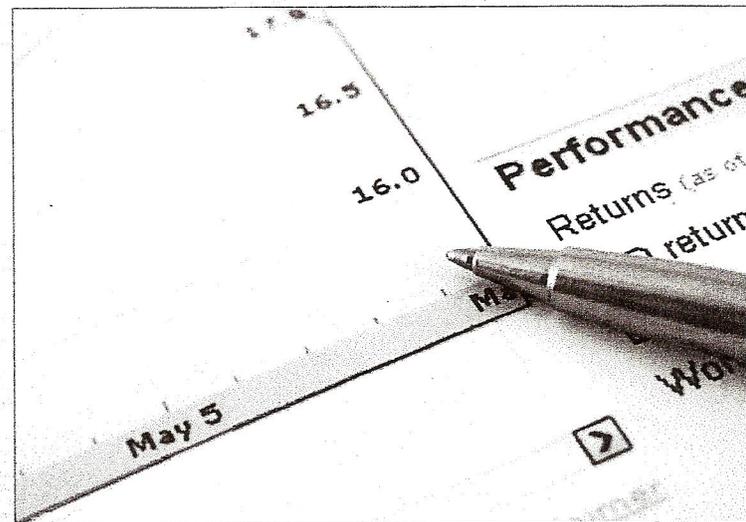
- Reduce or eliminate non-value added activity
- Improve customer service with existing resources
- Reduce cost of service with enhanced productivity and quality
- Re-align value creating processes with customer requirements
- Apply to city/state/federal government agencies or entities
- Develop a culture of continuous improvement through empowered employees
- Train internal lean facilitators for sustained process improvement

## How We Transfer The Technology

- Lean Training
- Value Stream Mapping
- Leadership Development

## Improvements You Will Obtain With Lean

- Productivity
- Cost
- Quality
- Service Speed
- Utilization of Space and Resources



Implementing Transactional Lean Principles for Government Operations

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## Strategic Vision Track

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Some organizations have determined that Lean Government is the right thing to do but they need a comprehensive plan. The Strategic Vision Track is designed to provide the solid foundation and guiding direction needed for a complete organizational transition.

The Strategic Vision Track lays out a well-proven road map to set long term goals and implement those goals in a systematic way.

- Establishes a long-term strategic goal and vision for the future
- Provides a strategy deployment method to translate goals into action
- Defines the events, activities and training needed to succeed
- Establishes a framework for guiding activity and measuring progress
- Addresses all elements of the change process
- Provides training at all key levels
- Develops internal facilitators to achieve continuous improvement
- Transforms the culture of the organization



### 3-Steps Process Which Result In a Defined Plan for Implementation

#### Step 1

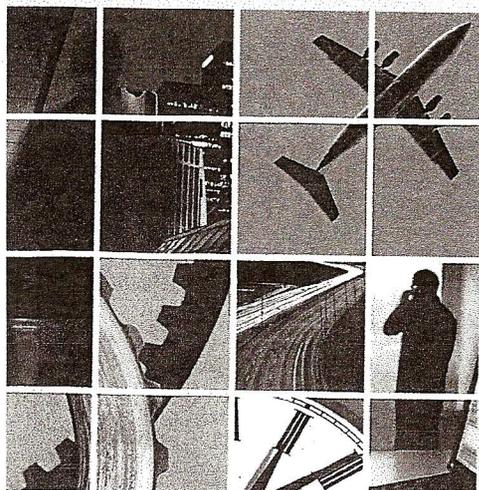
Meet with top management to define the current culture and set the overall goals and objectives for the organization.

#### Step 2

Conduct a strategy deployment session with key functional managers to translate the top level goals into definable actions at the process level of the organization.

#### Step 3

Roll out the implementation plan in a coordinated effort involving communication and actions to support the changes.



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## Pilot Project Track

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It is common for an organization to have some reservations and questions about how Lean Government can work in their environment. The Pilot Project Track is designed to address those concerns prior to making a full scale commitment to the Lean transformation.

The Pilot Project has many attractive features for those organizations just getting started.

- Provides a practical application of lean thinking to a real process
- Provides hands-on training beyond the basics
- Fixes real problems with solutions that people can really see
- Demonstrates the validity of Lean tools for your workplace
- Becomes a template for further improvement
- Motivates others to see the benefits of Lean thinking
- Extends the basic training element into the real world



## 3-Step Process to Deliver Measurable Results for Your Organization

### Step 1

Pick a target area or process that has high visibility and which currently causes significant problems in your organization. This should be some process or series of transactions which are repeatable daily and needs to be improved.

### Step 2

Conduct a 1-day Lean Fundamentals training class in lean principles. The participants are people who are directly or indirectly involved in the target area. A broader group could also be included for information and support purposes.

### Step 3

Conduct a 3-day, Rapid Improvement Event. This is a team-based activity facilitated by a seasoned practitioner who can guide the team to a specific outcome. The focus of the event is some process or series of processes in the target area. The objective is formulated by top management and the outcome is measured..

