

The LeanOhio Mission: Lead and support efforts that make government services simpler, faster, better, and less costly.

Vision: To be recognized as a national leader and the go-to resource in Ohio for making government more efficient and effective.

Visit lean.ohio.gov for detailed information, results, and resources.

eLicensing Lean Event

Purpose: Map out and streamline licensing processes in order to reduce red tape, increase efficiency, boost customer satisfaction, and set the stage for eLicensing implementation within your organization.

Approach: The work will unfold in a three-day Lean event -- with up to four Boards and Commissions per session. This focused time frame ensures continuity and efficiency.

Your next steps:

1. Select a session from below.
2. Complete the scoping document
3. Submit scoping document to Brandi and Scot

Schedule:

eLicensing Session Dates

All sessions are Tuesday through Thursday, 9:30 a.m. to 4 p.m., with lunch at 11:30 a.m. to 12:30 p.m.

- March 22-24 (Date reserved for Boards participating in Phase 4 Release)
- April 19-21
- May 3-5
- May 24-26
- June 7-9

Session dates for Boards not participating in eLicensing:

- August 2-4
- August 30 - September 1
- November 1-3

Who to involve:

Staff who work the process, managers or supervisors of the process, and sometimes a customer or other stakeholders.

Here's what happens in a Lean Event:

A Lean event begins with just-in-time learning on Day 1 – and ends with improvement plans and projected results on Day 3. In between, team members dive deeply into their work process. They question their assumptions, apply their experience, exercise their creativity, analyze data, and build a process that's far simpler, faster, better, and less costly.

DAY 1	DAY 2	DAY 3
<ul style="list-style-type: none"> • Introductions • Begin mapping the process 	<ul style="list-style-type: none"> • Develop improvements • Design new process 	<ul style="list-style-type: none"> • Plan implementation • Schedule follow-up
OUTPUTS by the end of DAY 3		
<ul style="list-style-type: none"> • Action registers (facilitator will take photo and team lead can keep original) • Current-state process map (facilitator will put in Visio, and team lead can keep original) • Future-state process map (facilitator will put in Visio, and team lead can keep original) 		

This snapshot tells the story of what happens at an event like this.

A Lean Event team typically involves 4-10 people, including staff who work the process, and managers or supervisors of the process. Teams include one or more customers or other stakeholders, and even an outsider who brings a fresh perspective.

A. A subgroup adds to an action register, to record all critical next steps.

B. The facilitator fine-tunes the future-state process map based on input from the team.

C. A participant asks for clarification from colleagues.

D. The group on the right is working on details of a complex part of the new process. They will report their findings to the whole group in order to build consensus.

E. Stretching along the walls on both sides is a complex map of the current-state process. On the facing wall (B) is a map of the new much simpler approach – with a fraction of the steps.

