



LEANOhio
**BOOT
CAMP**

Taking Lean Back to Your Workplace
Day 5 Module 5

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV



Where are we headed?

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

World Class Government

- Lean, agile and connected to actual constituent demands
- Responsive to constituent needs for new programs and services
- Improving continuously to enhance stakeholder value
- Transforming culture to sustain improvements



TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

Step 1

Learn and test the effectiveness of *Lean Manufacturing* to improve state government systems

Do not invest in fads

A team of state employees work with business experts to learn and experiment with Lean Six Sigma tools and principles to determine their effectiveness improving government services

TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV

Step 2

Focus preliminary Lean efforts on major top-down improvement events to ensure significant results

Selling results is easier than selling theory

Select high-opportunity projects and champions that will do what it takes to succeed, and accumulate a variety of significant, transformative results throughout state government

TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV

Step 3

Communicate and celebrate those first tangible results to increase interest and demand for Lean

If you improve it, they will come

Use web site, articles, and meetings to share results, and recognize and reward excellence

TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV

Step 4

Develop additional practitioners to meet the increased demand for Lean efforts

Matching supply and demand

As more people and agencies wish to use Lean, increase capacity by developing a variety of opportunities for training, mentoring and gaining experience – both within the Lean Ohio Office and interested agencies

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

Step 5

Ensure major improvement efforts are prioritized, aligned, and managed with appropriate visual metrics

From random projects to aligned system improvements

Widen focus to include strategic planning, understanding and improving systems through value stream mapping, creating efficient processes the first time and visual management systems to better ensure complete success

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

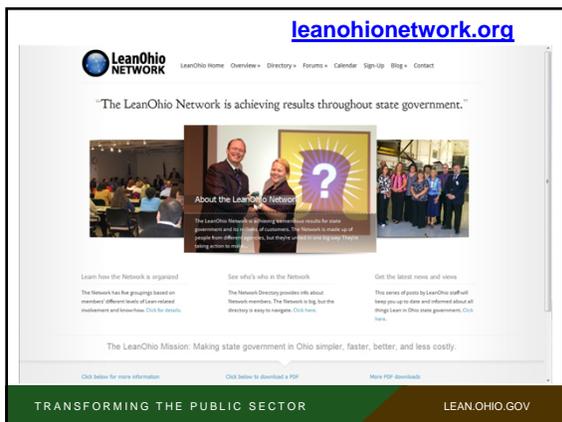
Step 6

Support opportunities for greater use of Lean tools by everyone

Push Lean down and out

Promote bottom-up improvement efforts so everyone is improving all the time – not just on Kaizen events, and ensure new Lean champions in all agencies have support from experienced practitioners

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV



Step 7

Lean thinking becomes the normal routine rather than something done just during an event

Lean embedded in government's D.N.A

How else would you do any public sector business except by using the best practices for improvement and efficiency? Lean is naturally part of all meetings, projects, day-to-day work activities, and new employee orientation

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

7 Steps Summary

1. Learn and test the effectiveness of "Lean Manufacturing" to improve government systems
2. Focus preliminary Lean efforts on major top-down improvement events to ensure significant results
3. Communicate and celebrate those first tangible results to increase interest and demand for Lean
4. Develop additional practitioners to meet the increased demand for Lean efforts
5. Ensure major improvement efforts are prioritized, aligned, and managed with appropriate visual metrics
6. Support opportunities for greater use of Lean tools by everyone
7. Lean thinking becomes the normal routine

TRANSFORMING THE PUBLIC SECTOR LEAN.OHIO.GOV

What can I do on my own?

- The Lean tools and approach can be applied anywhere
- Start with your own processes – ones that you control, that you can change
- You can gather customer information, map the process, collect data, 5S your workspace, Poka Yoke your forms....
- Demonstrate your success to others

TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV

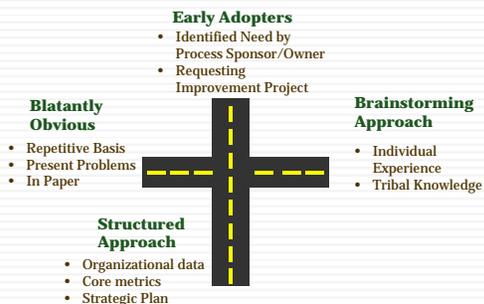
Kinds of Improvement Projects

- Kaizen Events
- Lean Routine
- Lean Daily
- DMAIC
- 5S plus Safety
- Voice of the Customer
- Data Collection
- Poka-Yoke (mistake proofing)
- Implementing a measurement system

TRANSFORMING THE PUBLIC SECTOR

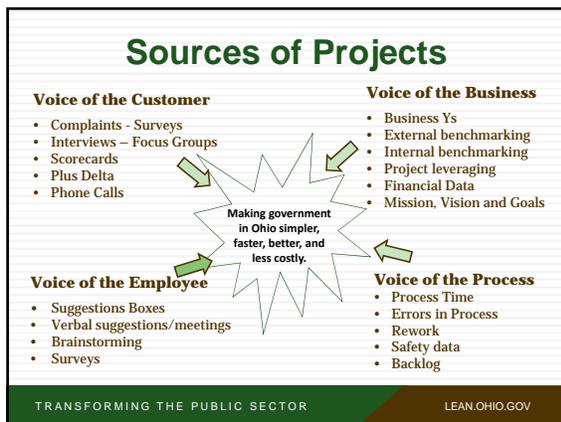
LEAN.OHIO.GOV

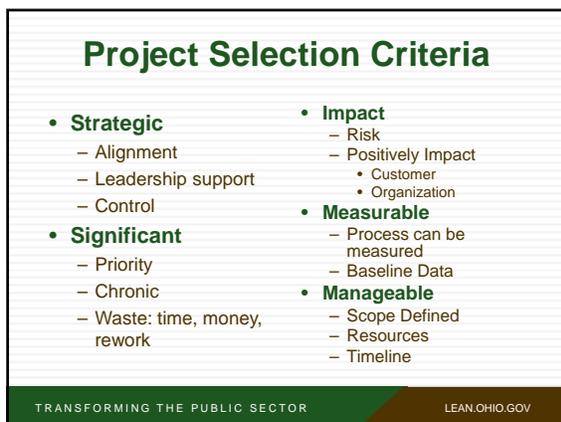
Project Selection

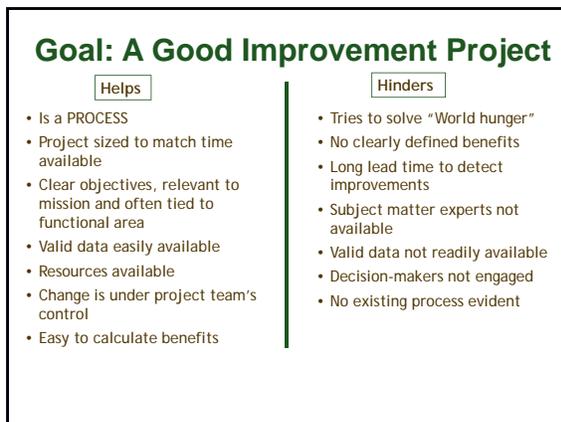


TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV







Things to Remember

- Do not start with a solution
- Don't jump to solutions
- Hold the reins
- If you already know the answer, just do it!
- Trust the Lean process



TRANSFORMING THE PUBLIC SECTOR

Questions on taking Lean back to your workplace?

TRANSFORMING THE PUBLIC SECTOR

LEAN.OHIO.GOV
