Training Update

DRC Boot Camp

Congrats to our most recent training class. 22 employees from the Ohio Department of Rehabilitation and Correction (ODRC) completed LeanOhio Boot Camp this month. The training was designed and delivered to employees in the ODRC Medical Quality Improvement (MQI) program. The MQI program facilitates the provision of high-quality medical services care at ODRC facilities in a cost-effective manner through a continuous systematic approach of monitoring, evaluation and improving health care services.

Front Row, Left to Right: Vickey Bussey, Melanie Collins, Anita Carr, Leticia Kelley, Heather Meyer

Middle Row, Left to Right: John Knox, Wendy Honaker, Sonia Brown, Pam Garner, Crystal Duncan, Kris Edwards, Caren Reichardt, Kim Herndon

Back Row, Left to Right: Brad Eller, Cassie Barrett, Rayma Jensen, Melissa Crissman, Lacey Steepleton, Dave Metz, Mike Nickell, Maria King, Shawn Carr

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Featured Tool – Julie Finnegan, LeanOhio

360º Feedback

As state employees, we are familiar with performance evaluations, position descriptions, and manager feedback. These are all tools that are used to make sure we are performing our jobs as required. Wouldn't it also be useful to receive confidential, anonymous feedback from all the people we work with? 360º reviews are another commonly used tool for providing precisely that. 360º reviews aren't a formal review process, but one that brings to light personal strengths and areas for improvement in a constructive way.

360º reviews focus on employee behaviors and how those behaviors help or hinder business and customer needs. For example, say I just completed a training for a group of my peers at DAS. I would ask them to provide me with feedback, specifically focusing on how well they think I taught the material. With a little prompting that the feedback be specific and constructive, an example of the feedback I receive could be "You are clearly very passionate about the topic you presented, however, I have a hard time following you when I am also trying to read the slides. Think about reducing the number of words on each slide because you capture everything without me needing to read them." This feedback highlights a strength of mine while pointing out an area for improvement. It does not attack me, but instead offers a solution to a problem that was perceived in the training. Ultimately, this particular feedback example about my behavior as an instructor ties directly back to how I "meet my goal" of delivering effective trainings which is a component of my overall performance evaluation. If I receive feedback that touches on an issue I am unaware of, it helps target areas for personal growth that can help me better achieve my performance goals while also providing a higher service level to my customers.

360º feedback requires vulnerability and honest introspection. Properly designed and implemented, 360º survey questions can significantly increase teamwork and improve colleague relationships. There are a lot of formal 360º feedback tools available, but with a little research and customization to fit your organization, you can adapt a 360º review process that blends best with your work culture.

More information and examples on how to use 360º reviews can be found [here](#).

Policy Update

Major Project Governance Policy Revised

A revision to Ohio Administrative Policy IT-16, now titled "***Major Project Governance Policy***" (https://das.ohio.gov/Portals/0/DASDivisions/DirectorsOffice/pdf/policies/informationtechnology/IT-16.pdf) became effective on January 2, 2020. The statewide policy update was prompted by the Department of Administrative Services (DAS) and the Office of Budget and Management's (OBM) commitment to improve overall project success rates in state agencies.

The basic requirements in the policy have not changed since the original policy was published in 2018. The policy was re-ordered, and some sections were modified for better flow, readability, and clarification. The project scoring criteria was also simplified and DAS and OBM notification requirements were added in for projects involving potential litigation.

"*Identification and implementation of lean process improvements for existing and new processes*" are still listed as a required element in the Business Plan Development section of the policy. As Lean Practitioners, we may be called upon to assist with this particular policy mandate. In doing so, it is important for us to select the most appropriate type of lean process improvement method. The method selected (Kaizen, Lean Routine, A3, etc.) will vary based on a variety of inputs such as total project cost, overall project impact, level of risk, and other project-specific factors.

If you or your agency need help in figuring out which type of lean process improvement method is best suited for your project, feel free to reach out to us here at LeanOhio. You will also find useful lean process improvement information at www.lean.ohio.gov.

If you have any specific questions regarding the "***Major Project Governance Policy***", contact the State IT Policy Manager (DAS.State.ITPolicy.Manager@das.ohio.go) / 614-466-6930 or the Value Management Office – Office of Budget and Management (mpg@ohio.gov).

Upcoming Events

Open House: March 5, 2020

LeanOhio Boot Camp: March 16 – 19, 2020

Network Belt Presentations and Lean Liaison Meeting: March 26, 2020

Leading Through Excellence - OSU COE Summit: April 7 – 9, 2020

LeanOhio Boot Camp: April 20 – 23, 202

Ideas or feedback? Please send to leanohio@das.ohio.gov