

# LEANOhio Newsletter

February 2018

Welcome to the first ever LeanOhio newsletter, designed specifically for the LeanOhio Network. Since the launch of LeanOhio in January 2011, the methods and tools of Lean Six Sigma have been used to make state government simpler, faster, better, and less costly. Many improvement projects have generated great results. A summary of those results can be found [here](#).

This newsletter will provide an avenue to better share results and also provide technical tips, useful resources and upcoming events occurring at LeanOhio, as well as all over the state with our partner agencies, boards, and commissions. We will also provide updates on how other companies are succeeding with Lean initiatives in Ohio and around the country.

Lastly, congratulations to the newest members of the LeanOhio network. 23 attendees from 15 state agencies recently completed the latest round of Boot Camp training.



Front row from left: Dorothy Fitzgerald, ODJFS; Jennifer Johnson, State Library; Rachel Vasquez-Stevenson, MHAS; Rebecca Halstead, OOD; Andrea Wren, DODD; Middle row from left: Carl Lynch, ODPS; Kellie Johnson, DAS; Monica Peck, MHAS; Karen Stone, PUCO; Lisa Rhyan, ODH; Vincent Ciola, ODJFS; Kevin Fowler, EPA; Amy Rice, DAS; Michael Hampton-Simpkins, ODM; Emerson Lee, ODA; Julianne Finnegan, ODOT; Cheri Sayavong, OOD; Back row from left: Tim Smelcer, DVS; Adam Williamson, DAS; Chris Rednour, Commerce; Matthew Dickinson, ODPS; Alisha Brown, ODM; Paul Spencer, OOD

## Lean Leader Spotlight

The LeanOhio network is now over 1000 people strong and will continue to play a vital role as change leaders in state government. The LeanOhio Newsletter will “spotlight” individuals and agencies that are experiencing success through their Lean programs. A portion of each newsletter will focus on these successes.



**Felicia Sherman** received her Black belt in 2012 as an employee of the Department of Aging and hasn't stopped improving processes since. She currently leads the Lean Six Sigma team at the Department of Medicaid and helps mentor Green and Black belts to help them obtain certification. Her team is part of the Project Management Office (PMO) at Medicaid and works on process improvement projects across the agency. Select the link below to find out how Felicia and her team are using Lean Six Sigma to bring about positive change and “lift up” the agency.

[Read more...](#)

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## Upcoming Events

[Medicaid / Aging Kaizen Event](#) – February 5-9, 2018

[OSU Center of Excellence Professional Development Meeting](#) – February 9, 2018

[LeanOhio Network Belt Project Presentations](#) – February 15, 2018

**NEW!** [LeanOhio PDCA and A3 Training](#) – February 28, 2018

[OSU Center of Excellence Supply Chain Symposium](#) – March 16, 2018

[LeanOhio Boot Camp Training](#) – March 20-23, 2018



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## Featured Tool

– Vivian Rice, ODJS & Joe Pichert, ODM

Many tools and templates are available and can be used for implementing Lean Six Sigma in your agency. Each month we will feature one tool and accompany a detailed description and visual to help explain the tool and its capabilities.

Five Why's is one of the most powerful Lean tools for problem solving, and it does not require number-crunching, graphing or analysis. We refer to that old standby question: "Why?" By asking "Why," we can peel back the layers to discover the root cause of a problem. The answer to the first why becomes the second question. Why did this happen? The answer to that becomes the next question and so on. Keep going deeper to find why the problem is occurring. After five Why's, you will likely have arrived at the root cause. Select the link below to watch a short YouTube video on using the Five Why's technique.

[Watch video...](#)

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## Lean in the News – Sara Molski, ODHE

*As members of the LeanOhio network, we know the great strides LeanOhio has made in implementing and influencing a culture of continuous improvement for the State of Ohio. Yet, the methodology is utilized at a vast number of organizations. This section, "Lean in the News", will feature different organizations that are utilizing Lean Six Sigma for operational and continuous improvement and provide a brief overview of their use of the famous methodology.*



Since Lean integrated into manufacturing in the early 1900s, the methodology has evolved into other sectors as well, including health care, government, and most recently education. A specific example is the Des Moines Public School (DMPS) district in Iowa, which was recently featured in an [article](#) in Governing.com. DMPS integrated Lean in early 2015 when they held a two-day training event for their employees. Since that time, more than 100 DMPS employees have been trained, and they have completed close to 150 projects. Highlights include reducing textbook inventory labor costs by \$80,000 annually by more fully utilizing current staff and not having to outsource support as well as reducing paper timesheet submissions by 97 percent. DMPS created the Department of Continuous Improvement to evaluate all processes for improvement opportunities. For more information, visit their website located at <http://ci.dmschools.org/>.

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## Network Updates



We are pleased to announce Matthew Dickinson as the new Lean Liaison at the Department of Public Safety. Matt works in the Office of Facility Management as a Planner 3 and is responsible for securing funding and paying out invoices for construction projects, bidding out construction projects, and ensuring vendors meet all the legal requirements to work with the State of Ohio.

# Thank You

This newsletter is brought to you by peers (pictured below) in the LeanOhio Network that volunteered to give their time and effort to helping create this communication tool. A special thank you to Kameelah Guthridge from BWC for leading this effort!



Front row from left: Kameelah Guthridge, BWC; Vivian Rice, JFS; Brandi Potts, Medicaid; Cindy Money, EPA; Amy Smith, JFS; Loretta Medved, Insurance; Back row from left: Joe Pichert, Medicaid; Michael Buerger, LeanOhio; Amanda Gillespie, Medicaid; Sara Molski, Higher Education; Mugsy Reynolds, Insurance

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**“Quality is everyone’s responsibility.”**

-- W. Edwards Deming



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Ideas or feedback? Please send to: [leanohio@das.ohio.gov](mailto:leanohio@das.ohio.gov)