The Role of the Agency Lean Liaison

The ROLE in brief:
- Communicate and promote Lean
- Coordinate activities
- Provide guidance
- Support projects
- Track and report results
- Recognize and celebrate success
- Build bonds with the LeanOhio Office and with other Liaisons
- Keep learning and growing

with your Agency’s Director and Senior Staff:
- Promote a plan of action for advancing Lean in the agency. Keep it updated to ensure ongoing progress.
- Keep senior staff well-informed of Lean activities inside the agency, in other state agencies, and enterprise-wide.
- Promptly fill requests when senior staff ask for Lean-related information.
- Provide guidance to ensure that projects align with agency goals.
- Encourage leadership to recognize people who are putting Lean to work.

with Belt-Trained Colleagues:
- Coordinate training.
- Work closely with your agency’s embedded Black Belt(s) to ensure that their expertise is fully utilized.
- Ensure that all other Belt-trained staff are identifying, starting, and completing projects.
- Provide needed support, especially when newly trained colleagues are working on their initial projects.
- Recognize colleagues as they move from learning Lean to using Lean and achieving results.

(If the agency’s embedded Black Belt is not also the Liaison, the Black Belt can assist with all of the above.)

Improvement Projects

with Project Sponsors:
Team up with the LeanOhio Office to guide the scoping process so that improvement projects are set up for success.

with Teams and Team Leaders:
- Ensure that projects are facilitated by Lean-trained staff. (For instance, every Kaizen event needs at least two experienced Kaizen practitioners.)
- As projects unfold, answer questions relating to the improvement process – or find people who can.
- After events, follow up with teams and attend update meetings to ensure implementation and sustained results.

with Other Lean Liaisons:
- Reach out to other Liaisons with questions and calls for assistance.
- Respond to their requests for assistance by providing info, suggestions, and help.
- Attend Liaison meetings, which are an ideal forum for exchanging information.
- “Trade” Lean practitioners when a neutral facilitator is needed for a project.

Going Beyond your agency:
- Stay up to date on Lean activities and results in other agencies.
- Periodically surf the web to learn about Lean in other public-sector agencies throughout the country.
- Also on the web, pick up ideas and best practices from private-sector companies, associations, experts, and other sources.

with the LeanOhio Office:
- Serve as the link between the LeanOhio Office and agency leadership.
- Know what’s available from the LeanOhio Office, and put the resources to work. (Go to lean.ohio.gov for guides, tools, and more.)
- Contact the LeanOhio Office for help with planning, prioritizing, and implementation.
- Request help with big Lean Six Sigma projects.
- Submit key Lean-related agency measures, which are used by the LeanOhio Office to calculate statewide results.

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LEANOhio

LEAN.ohio.gov

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