

The Role of the Agency Lean Liaison



LEANOhio



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

throughout your Agency:

- Communicate what Lean is all about and how it's making state government simpler, faster, better, and less costly.

Your agency communications can include:

- How Lean and Six Sigma are being used throughout the agency
- Success stories, measurable results
- Training opportunities
- Promote and coordinate Lean training of agency staff (Boot Camp, Green Belt, Black Belt).
- Publicly recognize those individuals who are going beyond *learning* about Lean – and are *using* Lean to effect change and achieve results.



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 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.

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.



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