

Improving Government with Lean Thinking Workshop

Lean Thinking for Government:

The term “lean” describes a systematic problem-solving approach that engages everyone in the organization toward creating a culture of continuous improvement. The method has been adapted from the Toyota Production System, and has enjoyed more than a half century of remarkable results. Private industry has used the principles and methods of Lean Thinking to improve performance across a wide range of industries, including service and non-manufacturing organizations.

In recent years, government offices at all levels have embraced these same techniques to achieve breakthrough results. *Lean is NOT about cost-cutting or downsizing! Lean aims to improve results for all stakeholders:* Citizens receive better value, government leaders are able to achieve performance goals with ever-tighter budget and other resource constraints, and employees make their work simpler, easier and more meaningful and rewarding. *When lean is done right, everyone wins.*

To learn more about Lean Thinking and its applications in government, go to www.mwcmc.org/LeanGovernment.

Course Objective:

Improving Government with Lean Thinking will introduce participants to the key principles and tools of Lean Thinking, and help build the understanding and skills necessary to succeed with lean in a government setting. No prior experience with process improvement or lean is required. The course is targeted to the needs of government employees who are, or will be, primarily responsible for leading government process improvement efforts, in-house consultant/facilitators, and key decision-makers. Participants are welcome from all levels and functions of government, public and private school systems, and non-profit organizations.

Participants will learn:

1. Core principles of Lean Thinking and continuous improvement, focusing on the needs of administrative and service processes
2. Methods for mapping government processes to identify problems, root causes, and develop improvement plans
3. Overview of tools and methods used to improve office processes, with case studies, exercises and examples
4. “Human Side” skills and models, critical to creating lasting change through teams of people and shifting organizational culture

Course Curriculum:

Module 1 (Lean Fundamentals):

- Lean Overview with Simulation
- Administrative Process Value Stream Mapping and Project Planning
- Principles of Continuous Improvement Practice
- Systematic Problem-Solving and Principles of the Learning Organization

Module 2 (Lean Improvement Tools):

- Common Improvement Tools
- Standard Work and Trainer Skills
- Mistake-Proofing
- Pull Systems
- Cellular Processing
- Kaizen and Kaizen Event Planning
- Systems Thinking, Performance Measurement, and Lean Accounting

Module 3 (Process Improvement Facilitation):

- Change and Change Leadership
- Motivation and Personal Style
- Organizational Culture and Culture Change
- Team Effectiveness and Coaching for Effectiveness
- Decision-Making and Team Dynamics
- Meeting Effectiveness and Facilitation
- Persuasive Presentations

Pricing, Schedule, and Other Program Details:

- Pricing: \$2,400 per person.
- Registration price includes continental breakfast and lunch for all training days. (Contact the MWCC's Director with any special dietary requirements you may have.) Registration price also includes three bound volumes of course materials, three course textbooks, and exercises, case studies and articles.
- *Improving Government with Lean Thinking* is scheduled each year around the needs of participants, and is generally offered in late summer. Three training modules of 3 days each are arranged with gaps between sessions of a month or less. Contact Jeff Fuchs, MWCC Director at jeff@leanmaryland.com or cell (443) 865-2198 for current details.
- Participation in *Improving Government with Lean Thinking* is offered on a first-come, first-served basis. Registration fees can be paid at the time of registration by VISA or MasterCard, or through PayPal (we do not accept American Express at this time). Contact Teresa Raeke at traeke@choosemaryland.org or (410) 767-2372 for an email invoice or for other questions related to registration fees or other financial questions.
- All classes are hosted by the Maryland Science Center on Baltimore's Inner Harbor, or at another location mutually convenient to class participants.

- The primary instructor for *Improving Government with Lean Thinking* is Jeff Fuchs, Director, Maryland World Class Consortia. Guest speakers and case study presenters will be invited to provide additional context and course content.
- Refunds for cancellation are available fourteen calendar days before the start of the first session, less a \$150 processing fee. Refund requests made after that time cannot be honored. Registrations paid for a particular person are transferrable to others prior to the start of the course. However, since each training module builds successively on earlier modules, we strongly advise against substituting participants after the course begins.
- For questions relating to the *Improving Government with Lean Thinking* course, please contact Jeff Fuchs, Director, Maryland World Class Consortia at jeff@leanmaryland.com or cell (443) 865-2198.
- Registration fee considerations may be available for three or more registrants and for some qualifying distressed or disadvantaged organizations. Contact the MWCC's Director for additional information.