

New Hampshire Lean Summit

Process Improvement in Action

September 18, 2012
Police Standards & Training Council



Continuous Improvement

Lean

New Hampshire





“Since I became Governor, I have focused on finding ways to make government work better for the citizens of New Hampshire. By seeking to continuously improve the way we do business, we are able to offer better service to New Hampshire citizens – our customers – and to make better use of scarce resources. I applaud the use of “Lean” and other techniques that have allowed state agencies to streamline processes, improve response times, and provide better service to the citizens and businesses of our state.”

- Governor John H. Lynch

What is Lean?

Lean is a set of tools used by public, private and non-profit sectors to improve processes by removing waste, increasing efficiency and elevating quality.

How does Lean work?

Lean addresses what customers and employees identify as inefficient uses of materials and personnel. Lean asks organizations to examine and rethink what they do, as well as how and why they do it. Processes are then evaluated and corrected, resulting in maximum quality and value delivered to customers.

Rather than being mandated by management, Lean empowers employees, tapping into their intelligence, creativity and experiences to implement more efficient ways of completing tasks and reaching organizational goals.

As a result of Lean, organizations become more efficient while enhancing customer satisfaction as well as employee engagement and morale.

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New Hampshire Lean Summit Program

- 8:00 a.m. Registration / Poster Session
- 8:30 a.m. Welcome by Commissioner Tom Burack, Department of Environmental Services and Commissioner Christopher D. Clement, Sr., Department of Transportation
- 8:35 a.m. Remarks by Governor John H. Lynch
- 8:45 a.m. Keynote Address by Sam McKeeman, Programs Manager, Maine Bureau of Human Resources: "Lean - Challenging Conventional Thinking About People"
- 9:00 a.m. Panel Discussion: "Lean Across the Sectors"
- Doug Folsom: GM and Plant Manager for GE Aviation
 - Amanda Grappone Osmer: Director of Sales for Grappone Automotive Group
 - Todd Selig: Durham Town Administrator
 - Tracey Lonergan: Lean Coordinator, Director of Administrative Operations and the Chief Analytics Officer with Community Bridges
 - Moderator: Governor Lynch
- 10:00 a.m. Break / Poster Session
- 10:30 a.m. Panel Discussion: "Lean in New Hampshire State Government"
- Commissioner John Barthelmes, Department of Safety
 - Commissioner Tom Burack, Department of Environmental Services
 - Commissioner Christopher D. Clement, Sr., Department of Transportation
 - Commissioner Kevin A. Clougherty, Department of Revenue
 - Catherine A. Provencher, State Treasurer
 - Moderator: Commissioner Christopher D. Clement, Sr., Department of Transportation
- 11:30 a.m. Announcements by Commissioner Linda Hodgdon, Department of Administrative Services
- New Hampshire Lean Network Website
 - Lean Training Opportunities through the Bureau of Education and Training
 - Scholarships for the Lean Process Improvement Techniques Class
- 11:40 a.m. Presentation by Governor Lynch of the "Outstanding Work in Lean Process Improvement" Recognition
- 11:50 a.m. Closing Remarks by Commissioner Tom Burack



A special thanks to the Police Standards & Training Council for the use of their facility, Grappone Automotive Group for the generous donation of refreshments, Sam McKeeman and our panelists for their time and remarks.

We also want to thank the Summit Planning Committee member agencies: Department of Administrative Services, Department of Cultural Resources, Department of Employment Security, Department of Environmental Services, Department of Health and Human Services, Department of Safety, Department of Transportation, and the Governor's Office.

To learn more about Lean process improvement in state government and training opportunities, please visit www.lean.nh.gov.

New Hampshire Bureau of Education & Training Lean Programs

Lean Briefing for Managers	October 16, 2012 March 27, 2013 9am-11 am. No Cost.
Lean Process Improvement Techniques <i>3 day introductory class</i>	October 25 & 26 and November 6, 2012 November 8, 15 & 20, 2012 January 4, 9 & 11, 2013 9am-4pm each day. Cost \$210.00/participant.
Lean on-site projects	Arrange for BET staff to facilitate a Lean project on-site at your agency. Cost: \$300/half-day Schedule with Kate McGovern 271-1429 mary.mcgovern@nh.gov
Continuous Improvement Practitioner (CIP) Certification	<ul style="list-style-type: none"> • Lean Process Improvement Techniques • Lean Facilitator Skills • Lean Change Management • Two days of facilitation in a Lean project or as a co-trainer with NHBET

