State of NH Lean Network Executive Committee
November 6, 2019
9:30am-11:30am
NH DES, 29 Hazen Drive, Concord, NH

Attendance ☒ =Present   ***Chair**

☒John MacPhee (DHHS)   ☒Heather Barto* (DHHS)   ☐Angela Linke (DOT)   ☒Diane Dawson (Revenue)   ☒
Michele Kelleher (Banking) ☒Dan Hrobak (DES)   ☐Chuck Bagley (DAS)   ☒Edie Chiasson (Lottery) ☒Tom Lencki (DOS)
☐Jeannie Cadarette (DOS)   ☐Jan Gugliotti (PUC)   ☐Erika Randmere (NHES) ☒Candice Weingartner (DoIT)
☒Dagmar Vlahos (UNH)   ☒Hallie Pentheny (OPLC) ☐Laura Holmes (DAS)☒ Linda Beliveau (Judicial Branch)   ☒
Joe McCue (DOT, new member)

Agenda

Minutes in green

9:30am   Welcome- John & Heather

9:40am   Development of reasonable roles and responsibilities for the LEC-Heather
- **Jan created a document, and we reviewed the document.**
- **Co-chair should be annual**
- **Candice was going to research Salesforce to help with subscriber list (which Angela used to maintain). Dagmar uses Salesforce for email lists. Does Jeanne just want to do just the party planning?** *Diane to review mailing Excel List*.

                        Draft roles & responsibilities document--Jan
                        Infographic-Dagmar
- **We need to update this document. Include a note that you receive college credit for attending Lean training.**
- **Maybe include a call to action.**
- **Can we put metrics in there? Metrics are tough to get, and publicizing results should be strategic.**
                        Charter recommendation & roles-All
- **Can include the term "influence"**
- **How do you need to be a member of the LEC? John talked about the history of membership. We need consistency.**
- **We need to update the membership?**
- **Can we shorten the meetings and use technology? Can we do a standing WebEx?**
- **Can include specific goals, in particular, what is in it for the reader**
- **Can we describe a metric for how effective projects are (such as time saved, customer satisfaction, steps reduced, etc.) Can you standardize that? John has some standardized metrics at DHHS for Lean events.**
- **LeanOhio Starter kit has some good references**

10:20am   Moodle as a document sharing too-All
- **Moodle seems to be the best option?**
- **We can use this instead of I drive, but we can keep I drive**
- **Candice, Diane and Heather to be teachers in the room**

10:40am   Regular business items
- Future meeting and location-All
  Diane has been updating this
- Training updates-Chuck

- Early Lean summit insights-Dagmar
  268 registered. 255 check-in. Not everyone checked in. Activity (balloon tower) received positive feedback. Most speakers had positive feedback (Scott Valcourt was good, so was Patrick Adams).
  Not sure about the time of next year's summit. It may be during the summer, during the end of a Lean summer camp.
  Dagmar to review the surveys and give the LEC a formal update in Jan/Feb.
  Surveys came out yesterday (check your junk mail) and folks should fill it out
- Website updates-Dan
- Open Lean Q & A-All
  Joe- can we include traveling posters at different agencies?
  If so, can we include them in quarterly meetings?
  Heather, can we coordinate with regular meetings

  Edie- can we put together a justification for attending training, as there is a cost associated with it. BET could benefit from that. There could be more clarification on the belts.

  Joe put together a Lean NH closed group (two pages)

11:30am   Conclude-John & Heather

Meeting logistics:
Directions: https://www.des.nh.gov/contactus/directions.htm
Meet Dan in lobby

Actions
- *Diane - review mailing Excel List*
- *Heather - update roles and responsibilities list and send to LEC*
- *Dagmar - update the infographic, and present at next LEC meeting*
- *John - make a metrics skeleton*
- *All – put posters in Moodle*
- *All- survey*
- *Dan - update Webpage*
- *Candice – research WebEx*
- *All – agency representatives look at doing a poster visible*
- *All – review Lean NH Facebook page*