

Lean Executive Committee

Meeting Notes

January 3, 2018

Mission:

To promote a stronger more efficient New Hampshire, the State Lean Executive Committee (LEC) facilitates innovation and effectiveness through education and process improvement.

Attendees:

John MacPhee* (Department of Health and Human Services), Heather Barto (Department of Health and Human Services), Angela Linke (Department of Transportation), Dan Hrobak (Department of Environmental Services), Roberta Witham (Department of Safety), Edie Chiasson (Lottery Commission), Diane Dawson (Department of Revenue Administration), Jan Gugliotti, (Public Utilities Commission), Kate McGovern (Bureau of Education and Training), Dagmar Vlahos (University of NH), and Candice Weingartner (Department of Information Technology).

*=Chair

Today's Meeting Agenda Items Outcomes:

1) State of NH Lean Network meeting

The LEC discussed the survey results from the December 15, 2017 meeting. A total of 8 responses were received. Group discussed paper evaluations versus electronic. Surveys need to be easy, contain consistent questions during the year, and need more engagement. Also discussed was the need for a standardized quarterly network meeting agenda as well as balancing with opportunities for topics. Another suggestion was to highlight a project for each meeting in 2018. Lean Black Belt students provided a presentation that may serve as an annual format during the December meeting. Following the themes of integrating more Lean students, the LEC would like to explore the Lean Green Belt for the March 16, 2018 meeting at NH Department of Transportation.

ACTION: Survey redesign work for the March 16, 2018 meeting; Jan and Roberta will work on this. Angela will ask about instant feedback responders and present for the February 7, 2018 LEC meeting. Kate to provide suggested questions for interactive questions at the network meeting. Dagmar and Jan will explore Lean facilitator Ted Talks and/or YouTube videos. Kate will work with Green Belt students in preparation for the March network meeting.

2) Bureau of Education and Training (BET) updates

BET held a December Lean Yellow Belt class with over 100 people in attendance. Feedback is being collected by BET for evaluation purposes. Early and initial feedback has been favorable from facilitators and students with improvement being looked at. Early improvements realized having the Certified Public Supervisor students having to bring a Lean project to class with them versus BET/others helping to develop projects. Facility was easy to access and accommodated large number of people for classroom portion of the training. Acoustics were challenging for the facility with so many project teams.

ACTION: At a future LEC meeting, BET can share a summary of the feedback provided.

3) Other business:

Lean for Leaders has been rolled out to Department of Safety, Department of Transportation, and Department of Information Technology. Contact BET for questions and scheduling for the 1 hour program.

The LEC will be collecting ideas for 2018 to aid in the efforts of spreading the culture of process improvement and alignment across agencies:

- Interagency events aid in this effort and help to streamline work steps and planning components. Candice will connect with DoIT and Jan from PUC regarding a SharePoint Lean event.

ACTION: Additional discussions to occur at the February LEC meeting.

2018 Network Meetings*:

March 16-NH Department of Transportation (6 Hazen Drive, Concord, NH)

June 15-NH DMV (23 Hazen Drive, Concord, NH)

September 21-NH DES (29 Hazen Drive, Concord, NH)

December meeting- Fire Standards and Training (Smokey Boulevard, Concord, NH)

*Locations subject to change.

SUMMARY OF ACTION ITEMS

DUE DATE

| SUMMARY OF ACTION ITEMS | DUE DATE |
|--|----------|
| Develop standardized survey tool for network meetings; Jan and Roberta. | 2/7/2018 |
| Explore and develop interactive Lean questions for audience participation; Kate and Angela | 2/7/2018 |
| Review speaker videos for enhancement of network meetings; Jan and Dagmar. | 2/7/2018 |

Minutes completed by [Heather Barto](#), 1/3/2018
Directions to the Walker Building click [here](#).

Next meeting: 2/7/2018 (9:00am-11:30am at the PUC)
Additional parking located in the back of the building.