

## Lean Executive Committee

### Meeting Notes

May 2, 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), Jan Gugliotti, (Public Utilities Commission), Dagmar Vlahos (University of NH), Candice Weingartner (Department of Information Technology), Kate McGovern (Department of Administrative Services), and Joanna Bailey (Judicial Branch), Rich Bowen (Treasurer), Peter Danles (Office of Professional Licensure and Certification).

\*=Chair

#### **Today's Meeting Agenda Items Outcomes:**

##### 1) State of NH Lean Network Meeting

Blog work continues. Blog posts can be created by members of the Lean Executive Committee. Readers will now be able to comment on blog posts. Comments will be monitored by two LEC members initially and report out on activity at future LEC meetings to assess resources. Additional discussions are ongoing regarding the use of social media for LEC and the overall purpose.

**ACTION:** Jan will assist Candice in managing the blog account activities. For social media considerations, Heather to reach out to DHHS PIO and Jan to reach out to the PUC PIO and report back findings at June meeting.

##### 2) Variety of network meeting topics discussed. A subcommittee is formed to meet and decide on the format and delivery of the network meeting. Possible agenda include; what does having a NH Lean belt mean and how are they used at agencies or bringing in a speaker.

**ACTION:** Kate, Joanna, Angela, Roberta to meet for a subcommittee to work on the June meeting details. Joanna and Roberta to confirm location of the June network meeting.

##### 3) Bureau of Education and Training (BET) Updates

Cost of training becomes a barrier for registering State employees for Lean training. How can the State support more State employees receiving training without cost being a barrier? This is especially true for BET as succession planning is actively underway for the Director of Lean trainings. BET needs 1 FTE to perform the necessary training statewide to agencies. Currently the BET role does not employ 1 FTE. Previous years, there were more staffing available for training programs. The Lean Training Director role is vital for the State's investment into efficiency and continuous process improvement for programs and services statewide. The LEC has deep concerns about the future of Lean training for State agencies. Projects cannot be supported, managed, and facilitated without proper training.

Upcoming training July 2018 (Lean Yellow Belt), registrations are slowly coming in but more attendees and teams are needed. Black Belt registration is coming up for the start of the program in September: the upcoming Green Belt class (June 8, 12 & 15) will be the last opportunity to meet the pre-requisite to enter the 2018-2019 Black Belt program – applicants will still need to complete their facilitation practicum and A3 report . On May 11, 2018 a capstone presentation of Lean Black Belt projects begin at 9am and ends mid-afternoon. Sponsors should be encouraged to attend the Capstone projects. Part of the presentations may be video recorded by UNH.

**ACTION:** John, Kate, and Dan to develop a communication from LEC to executive leadership describing why a FTE position is needed to provide Lean training full time at no charge for State employees

4) Subcommittee Report Outs:

Website redesign group is ongoing, group to meet in the coming weeks and provide an update at next LEC meeting.

Strategy group: Work is ongoing. Team expects to have a report out available by the August 2018 LEC meeting. A3 format and others are being explored.

General Business: The following was reported as process improvement gains across state agencies. The Lean work led by the state Lean Coordinators is making significant progress with process improvement statewide and many agencies.

1. **Office of Professional Licensure and Certification (OPLC)** Licensed Alcohol and Drug Counselors application process has been leading process improvement. A pharmacy inspection Lean process project is also coming to a close. Peter reports there is more Lean work to do and OPLC is excited for this juncture to develop even more efficiencies with a relatively newly formed agency.
2. **Department of Safety (DOS)** has developed an updated framework for Lean and Project Management to successfully pave the way for process improvement agency wide. Roberta shared details of the Lean transformation that DOS is currently underway with including 4 Lean Black Belt students completing course and practicum work, regular meeting, smooth handoffs between Lean and Project Management, and more.
3. **Department of Revenue Administration** Lean work has been restarted to look at projects under Diane's leadership.
4. **Department of Health and Human Services** continues with various projects including cross agency support for OPLC with an inspection process, a child support case work flow, a long terms supports and services, and a contracts administration. Large gains are expected from each of the projects including time savings, reduction in steps, and reduced wait times. John and Heather continue to make gains with Lean application in various divisions within DHHS. Kick off meetings include introduction to Lean thinking, how to use the 8 types of work waste, 5S modeling, and more.
5. **Judicial Branch** continues large efforts toward streamlining and standardizing processes in preparation for eCourts. A Lean White Belt will be scheduled in the coming months for new employees led by Joanna.
6. **Department of Environmental Services (DES)** has a Lean Yellow Belt training scheduled for 3 projects. DES has a Lean charter that was signed off by the division directors and a road map for Lean transformation. Dan will share the charter at the Lean Black Belt capstone meeting as part of his project work.
7. **Public Utilities Commission (PUC)** has a goal to complete several Lean projects (purchase/set up computer, shared drive work, streaming video (i.e. Podcasts) on a large smart TV). Jan is working on 4 Lean projects for PUC.

8. **Treasury** has streamlined operations significantly by creating a paperless cash receipting process. Rich spoke about the massive paper saving as a result of this new process.
9. **Department of Information Technology (DoIT)** is collaborating on an IT project with Department of Environmental Services, has been supporting an OPLC project with DHHS, and consulting with Department of Employment Security on a technology Lean project. Candice and Todd are continuing to build the Lean culture at DoIT.
10. **Department of Transportation** is charging the each of the divisions within the agency to complete at least one Lean event per a division. The department has an annual Plow Rally where this celebrates innovation and efficiency adopted coming up in May 2018. Angela will report out on the Plow Rally Results and write an article for the NH Lean Blog.
11. **University of New Hampshire** is working on the Lean Summit for the fall of 2018. Details to follow. UNH Manchester working on a project looking at academic internships and will link up with the Department of Labor (DOL) for collaboration. Dagmar will reach out to DOL and report back on the summit details.

**2018 Network Meetings\*:**

June 15-NH DOS (TBD) Concord, NH) OR Judicial Branch

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

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

\*Locations subject to change.

**SUMMARY OF ACTION ITEMS**

**DUE DATE**

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Jan and Heather to obtain social media account procedures from each agency to June meeting.	6/6/2018
Kate, Joanna, Angela, Roberta to meet and develop agenda for June network meeting.	6/1/2018
John, Kate, and Dan to draft a communications letter.	6/6/2018

Minutes completed by [Heather Barto](#), 5/2/2018  
Directions to the Walker Building click [here](#).

Next meeting: 6/6/2018 (9:00am-11:30am at the PUC)  
Additional parking located in the back of the building.