

## Lean Executive Committee

### Meeting Notes

September 6, 2017

#### **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 (DHHS), Angela Link (DOT), Dagmar Vlahos (UNH), Heather Barto (DHHS), Michelle Kelleher (Banking), Candice Weingartner (DoIT), Dan Hrobak (DES), Roberta Witham (DOS), Edie Chiasson (Lottery), Rich Bowen (Treasurer), John Formella (Governor's Office), Carolyn Russell (DAS)

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

1. **Brief Report from Each Agency:** A welcome was provided for John Formella from the Governor's Office. Each agency provided an introduction, Lean program information, project highlights, and sample efficiency/innovation gains. A copy of the Agency Lean Profiles was provided.
2. **Lean Training and Continuing Education Updates:**
  - The online learning education module for Lean White Belt Moodle version 2.0 is nearly ready to go! At the close of the online course, the participants are instructed to email a copy of their certificates to their agency's Lean Coordinator and the BET faculty member.  
**ACTION:** Angela will develop a standard electronic message for Lean Coordinators to use to introduce and advocate for White Belt online learning. Angela will share the message at the October 4, 2017 LEC meeting.
  - **September 6** – Another class of Lean Green Belts started today. A total of 15 participants are registered and come from several state agencies, a county, a municipality, and the University System.
  - **September 8** – Friday Forum – continuing Education for Green Belts & Black Belts – 9:00am-10:30am at BET. All LEC members are welcome. Forum description: "Evaluating value: Red, Green, Yellow...What is Orange?" No cost, but pre-registration is required – using the self-service calendar at <http://lean.nh.gov/>
  - **September 29** – The class of 2018 Lean Black Belts has started. Students will be looking for mentors and using the Lean profiles on the website to assist in their mentor request.
  - **October 11, 13 & 16** – Lean Yellow Belt class; BET is seeking project teams and facilitators.  
**ACTION:** Contact Kate.
  - **December 5, 7 & 12** - BET's Certified Public Supervisor program now includes a Lean Yellow Belt certification. More than 100 people are registered for CPS will also become a new Lean Yellow Belt.  
**ACTION:** Email Kate to facilitate or work with your agency on a project.
3. **NH Quarterly Lean Network Meeting:** Date and location: September 15, 2017, NH Department of Transportation, 7 Hazen Drive, Concord. Theme of the meeting is visual management and team work; both necessary for Lean practices and process improvement work. An interactive game is developed for learning and continuing education purposes. As with all of our meetings they are intended to be interactive and spread the Lean culture.  
**ACTION:** Register for the free meeting at <http://lean.nh.gov/>
4. **Lean Summit Updates:**
  - John M. attended the Maine Lean Summit. Good turnout and the meeting was focused on innovation. Key note speaker was from Microsoft. Well attended and powerful Lean messages. Materials from the ME Lean Summit have been shared with NH.  
**ACTION:** Review ME summit materials at <I:\DoIT - Lean Executive Committee\Summit\Maine 2017>

- CT Lean Summit is end of September. Registration is free. Efforts are organized to carpool when possible. Heather and Roberta submitted abstracts and were selected to present. The title of the presentation is “New Hampshire’s Viable Solutions in Governmental Processes”. Regional updates for Lean work are ongoing.  
**ACTION:** Registration is free, NH has 7 spots remaining. Contact Heather for questions. Update LEC for Lean regional activities.
- UNH and State of Lean Summit; early planning is occurring. Tracks being considered for healthcare, safety, etc. Planned for summer 2018, Durham. Transportation will be offered.  
**ACTION:** Dagmar will solicit planning assistance in the months to come. More updates to follow. Contact Dagmar with questions.

## 5. Other LEC Business:

- John Formella from the Governor’s Office: would like to learn more about the State’s history and current activities within the LEC/Lean network. DHHS offered to lead a Lean process improvement event for the Governor’s Office and use staff time as light as possible.  
**ACTION:** Information will be sent to John F. regarding the LEC’s efforts with Lean, workshops, draft Executive Order and other materials. DHHS to facilitate a Lean project if one is identified.
- Website development; Work has been done to present a structure of the website. Workgroup to provide recommendations to enhance the web presence for State of NH’s Lean work. .  
**ACTION:** Workgroup to provide updates at subsequent LEC meetings and demo the proposed/implemented changes.
- The Lean master project list needs an update. Last update was from 2015. For now the plan is to update spreadsheet for all agency projects to manage the data. Additional considerations are being given for a software product to assist in supporting the master list including NForm or demo of UNH’s products (Team Dynamic and Tableau). We might consider asking a Lean Black Belt student to assist as their capstone project. Moving forward project specifics would be entered after the completion versus on an annual basis, reducing the burden on Lean Coordinators.  
**ACTION:** Heather will send out simple instructions to update projects from 2015-2017 for each agency. Copy of the header from the spreadsheet will be given to Candice for NForm pilot.
- LEC links:  
Interagency folder for LEC and related materials: <\\DoIT - Lean Executive Committee>  
NH State Lean Blog: <http://blogs.nh.gov/nhpress2/NHLEAN>

SUMMARY OF ACTION ITEMS	DUE DATE
Angela to provide Lean White Belt verbiage for email.	10/4/2017
Heather to send John F. Lean materials.	9/8/2017
DHHS to provide Lean facilitation with a project for the Governor’s Office.	TBD
John M. to show a Maine Lean operational excellence video.	10/4/2017
Facilitators needed for Lean Yellow Belt dates in October and December.	ASAP. Email Kate.
Heather to send out projects update instructions to update the master project list.	9/15/2017
Workgroup updates on Lean website redesign work.	10/4/2017
Lottery to provide updated presentation of shared drive Lean efforts.	TBD/December 2017
Submit NH Blog posting materials to Candice.	Ongoing.
Local/Regional conferences: ME Lean Summit; review materials. Register for CT summit. UNH/State of NH Lean Summit 2018. Dagmar will be looking for volunteers to assist with planning.	10/31/2017 ASAP for CT workshop TBD/Ongoing.
Update LEC with regional Lean activities and report out from CT summit.	10/4/2017