

Agenda and Meeting Notes

State of NH Lean Network Executive Committee

Wednesday, December 5, 9:00 AM – 11:30 AM

Public Utility Commission, 21 South Fruit Street, Suite 10, Concord, N.H.

(Directions at <http://www.puc.nh.gov/Home/AboutUs/directions.htm>)

Meeting Attendees (bold is present):

John MacPhee (Department of Health and Human Services), **Heather Barto\*** (Department of Health and Human Services), **Angela Linke** (Department of Transportation), Michele Kelleher (Banking Department), **Dan Hrobak** (Department of Environmental Services), **Joanna Bailey** (Judicial Branch), **Edie Chiasson** (Lottery Commissioner), **Rich Bowen** (Treasury Department), **Jan Gugliotti** (Public Utilities Commission), **Charles Bagley** (Administrative Services), **Hallie Pentheny** (OPLC), Tom Lencki (State Police), **Diane Dawson** (Revenue), Candice Weingartner (DoIT), Erin Zayac (NH Insurance Department), **Joanna Bailey** (Judicial Branch)

\*Meeting facilitator

Agenda Item	Discussion	Action
December Quarterly Network Meeting Planning  [Angela/All]	<ul style="list-style-type: none"> <li>Meeting is being held in the in classroom 1 &amp; 2 (Fire Academy, Smoke Blvd, Concord, Main Building-NOT the dorm).</li> <li>35 people have registered.</li> <li>A Year in Review slide deck and talk for 10 minutes is needed on the agenda. John or Heather to provide the Year in Review slides. Jan offered to put together a visual display of the 2018 highlights.</li> </ul>	<ul style="list-style-type: none"> <li>LEC members are invited to place Lean project posters around the room.</li> <li>Roberta will place a sign up in the dorm to direct registrants to the Main Building.</li> <li>Joanna to finalize survey and send the link out to the LEC.</li> <li>Roberta will make a Lean Ballot Box.</li> <li>Angela send out agenda.</li> </ul>
Legislative Work Updates  [Heather/Tom/Chuck]	<ul style="list-style-type: none"> <li>There are some efforts occurring to create legislation in NH for a potential bill for looking at the value of Lean work in state government.</li> <li>The LEC provided background documents and language for the collection of information phase.</li> <li>The LEC would like to invite the Representatives and Senators in support of Lean to a future meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Heather will be the primary point of contact for the bill work, updating the LEC and storing documents on the shared drive.</li> <li>Heather to reach out and coordinate a meeting invitation with Representatives and Senators.</li> </ul>
Statewide Project List Updates  [Heather/Roberta]	<ul style="list-style-type: none"> <li>Information for the statewide project listing is being reviewed and formatted. Additional categories have been added related to the Balanced Scorecard.</li> <li>The project information is being consolidated into the first State of New Hampshire Annual Lean Report. This report represents the work of projects and Lean culture advancements made statewide. More work is needed. Need feedback from LEC on the categorization of information for each project. Heather has drafted the report that includes an executive summary, charts,</li> </ul>	<ul style="list-style-type: none"> <li>Roberta to assist with categorization of the report data. Draft project listing updates will be sent to the LEC with a turnaround time of 5 business days for edits.</li> <li>Heather to send the draft report out and LEC members to review the annual report and provide agency</li> </ul>

	tables, sample job description of a Lean coordinator, and highlights with our advancements and challenges.	highlights. Turnaround time 5 business days.
Website Updates [Dan/Candice/Bill/Dagmar]	<ul style="list-style-type: none"> <li>• Dan and the web team are requesting copies of Lean project photos and Lean project A3s/case studies are needed for the website.</li> <li>• Poster development is a great feature for displaying Lean work. Posters can be sent to the website team.</li> </ul>	<ul style="list-style-type: none"> <li>• LEC members to send photos and project information to Dan.</li> <li>• Contact Tom for assistance with poster development and printing.</li> </ul>
Other updates [All]	<ul style="list-style-type: none"> <li>• Department of Revenue is undergoing a system transformation using Lean practices.</li> <li>• BET has classes filled up for February 2019. Additional classes are scheduled for March and April 2019.</li> <li>• Lottery Commission is building the bench of Lean facilitators with 12 new Lean Yellow Belts and 2 new Lean Green Belts anticipated for January 2019. Two Lean projects are being conducted during the Lean Yellow Belt training. Edie has been leading a group of Lottery Commission supervisors for weekly mentoring/discussion meetings specific to topics in managing people for over 6 weeks now.</li> <li>• Treasury Department continues to build efficiencies from the paperless process from cash receipting.</li> <li>• Department of Safety have had 2 Lean projects; balanced scorecard and the RSA 91-A Right to Know process. The Regional Lean Collaborative continues through partnerships with ME, VT, RI, NY, CT, and PA. NH has offered to host a 2019 meeting in Nashua, NH.</li> <li>• Public Utilities Commission has run two Lean projects; one for hardware technology when it becomes outdated and one for cell phone drop zones in NH.</li> <li>• Office of Professional Licensure and Certification is getting started with more Lean projects. Lean coaching and project support are available.</li> <li>• Judicial Branch completed a Lean project for Superior Court Rockingham County processing of information sharing criminal information with the NH Department of Safety.</li> <li>• Department of Health and Human Services is conducting projects in key areas with DCYF, contracting, elderly and adult services technology, homeless supports, and more. Various methods of process improvement continue.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>