

## Lean Executive Committee

### Meeting Notes

February 7, 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), Jan Gugliotti, (Public Utilities Commission), Kate McGovern (Bureau of Education and Training), Dagmar Vlahos (University of NH), Candice Weingartner (Department of Information Technology), Peter Danles (Office of Professional Licensure and Certification), and Bill Armstrong (Department of Administrative Services).

\*=Chair

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

1) State of NH Lean Network meeting

Planning continues for the network meeting scheduled for Friday, March 16, 2018 at the Department of Transportation. Agenda to include welcome, LEC business, a demonstration of the Lean website, facilitation at its best, Fallen Trooper Memorial Lean project, and time for networking.

**ACTION:** Joanna, Jan, Dagmar, and Roberta will work on video on finalizing the video facilitation. At the next LEC meeting, the team will provide a full preview of the technical component. Jan to connect with Fire Standards and Training Department video technical assistance and Heather for presentation assistance.

2) Bureau of Education and Training (BET) updates

Feedback for the 100 people Yellow Belt training is ongoing. Survey results are incoming and another reach out to others is very likely. Additional information will be available at a later date. BET is planning to do this Lean Yellow Belt forum again for 2018. Facilitators are needed for March and April 2018 BET Yellow Belt class.

**ACTION:** Contact Kate to assist with facilitation with the March and April Yellow Belt trainings. Dates are March 2, 7, and 9 as well as April 11, 16, and 19.

3) BET and DHHS Lean Learning

Sessions scheduled for continuing education opportunities throughout 2018. DHHS recently had Chuck Bagley from the UNH Cooperative Extension Office come to present on how the brain functions, procedural and declarative memory functions and the integration of Lean efficiencies. Additional sessions are scheduled for 2018. Email invitations are sent out and/or sign ups on the BET training calendar sit.

**ACTION:** None

4) Website Redesign Update

Workgroup continues to make active changes to the website. Updates for the new and improved functions on <https://Lean.nh.gov> is set for April 1, 2018. Many enhancements have already been made. Discussions are ongoing about having video vignettes for projects, testimonials, culture changes, etc.

**ACTION:** Demonstration of the website at the March 7, 2018 LEC meeting.

5) Other Business:

With just two months into 2018 the LEC is already off to a very strong start with process improvement statewide efforts. An inventory of possible goals and projects include:

- Travel process (A24)-this project has been revisited several times during the Lean Yellow Belt project. The work that has been done with the travel approval process should be enterprise wide.
- Contracting process (DHHS is leading a project with this currently; updates to follow).
- Technology projects; when there are multi agency involvement, the project may benefit from using tools such as Voice of the Customer.
- LEC has requested a supporting statement from the Governor’s Office to include in marketing materials. John M. will reach out to make this request.
- The LEC is available to do a presentation to the NH Regulator Reform Steering Committee. Link to press release and supporting materials: <https://www.governor.nh.gov/news-media/press-2018/20180122-regulator-reform-steering.htm>
- Other goals identified in the charter for 2017-2018 include deployment of balanced score cards, financial goals, adopting core set of tools and standards, and improving a report collection tool.
- A current Lean Black Belt student project may benefit the entire network that involves reporting and formatting of information. A request will go out to the students for a project update for the March LEC meeting.
- UNH is planning a summit for summer 2018. State staff will be invited to attend.
- The LEC needs to revise the 2017 A3. A workgroup will meet to revised A3; Jan, Bill, Heather, Angela, Joanna. Group to meet.

More discussion will occur at the March LEC meeting regarding 2018 goals and areas of focus.

### 2018 Network Meetings\*:

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

June 15-NH Department of Motor Vehicles (23 Hazen Drive, Concord, NH)

September 21-NH Department of Environmental Services (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
Finalize facilitation presentation for March network meeting (Jan/Roberta/Dagmar/Joanna/Heather)	3/7/2018
Kate to reach out to Lean Black Belt students for a March LEC presentation of the report projects.	3/7/2018
Contact Kate to assist with Lean Yellow Belt facilitation for March and April classes.	ASAP
Jan, Bill, Joanna, Angela, and Heather will revised the A3 problem solving document for the LEC.	4/4/2018
Finalize 2018 areas of focus for the LEC and goals to work towards.	3/7/2018