

## Agenda and Meeting Notes

State of NH Lean Network Executive Committee

January 2, 2019, Public Utility Commission, 21 South Fruit Street, Suite 10, Concord, N.H.

**Attendance**  =Present \*Chair

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|---|---|---|--|
| <input checked="" type="checkbox"/> John MacPhee* (DHHS)    | <input checked="" type="checkbox"/> Heather Barto (DHHS)  | <input checked="" type="checkbox"/> Angela Linke (DOT)              | <input type="checkbox"/> Diane Dawson (Revenue)            |
| <input type="checkbox"/> Michele Kelleher (Banking)         | <input checked="" type="checkbox"/> Dan Hrobak (DES)  | <input checked="" type="checkbox"/> Joanna Bailey (Judicial Branch) | <input type="checkbox"/> Chuck Bagley (DAS)                |
| <input checked="" type="checkbox"/> Edie Chiasson (Lottery) | <input type="checkbox"/> Rich Bowen (Treasury)  | <input checked="" type="checkbox"/> Tom Lencki (DOS)                | <input checked="" type="checkbox"/> Jeanne Cadarette (DOS) |
| <input checked="" type="checkbox"/> Jan Gugliotti (PUC)     | <input checked="" type="checkbox"/> Candice Weingartner (DoIT)                                  | <input checked="" type="checkbox"/> Dagmar Vlahos (UNH)             | <input type="checkbox"/> Roberta Witham (DOS)              |
| <input type="checkbox"/> Erika Randmere (NHES)              | <input checked="" type="checkbox"/> Hallie Pentheny (Professional Licensure and Certification.) |   | <input checked="" type="checkbox"/> David Borden (Guest)   |

Agenda Item	Discussion	Action
Legislative Update LSR695 [David]	<ul style="list-style-type: none"> <li>• Process improvement in NH state government is essential. Current approach is to create a study commission to look at customer service and business practices. Report goes will be shared with Governor after commission completes work.</li> <li>• Representative Peter Schmidt and Representative Jaci Grote (on the Executive Departments and Legislation committee) are the current co-sponsors. There is a need to educate sponsors and others involved.</li> <li>• Timeline and supportive work is essential. March/April bill would be headed to Governor. Prep work is needed January/February. Report due 11/1/19.</li> <li>• The State of NH Lean work brings great value to NH businesses. The LEC must find a way to communicate this untold value.</li> </ul>	<ul style="list-style-type: none"> <li>• Send input to Heather by 1/16/19 for strategy insight.</li> <li>• John/Heather to schedule time on the February and March agendas for updates.</li> <li>• Dagmar to explore video communication tool approach.</li> <li>• Heather to updated the Lean Overview slides and send to David by 1/23/19.</li> </ul>
Quarterly Network Meeting [Angela/Joanna]	<ul style="list-style-type: none"> <li>• December 14, 2018 quarterly network meeting went well, great presentation by Elliot Health System on a Lean transformational journey.</li> <li>• Survey results were collected on paper with a high percentage completing.</li> <li>• Lean Blog is a communication channel to share the good work and partnerships with Lean. A schedule is needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Joanna will continue with paper surveys for the March 15, 2019 meeting.</li> <li>• Heather/Tom will create a schedule for sign-ups with Lean Blog posts by 2/1/19. Each agency can sign up for a slot to create a blog post.</li> </ul>
Website Updates [Dan/Candice/Bill/Dagmar]	<ul style="list-style-type: none"> <li>• New website is live: <a href="http://lean.nh.gov">http://lean.nh.gov</a></li> <li>• Feedback for the website is being collected in a document: <a href="I:\DoIT - Lean Executive Committee\Website\Lean Webpage Changes-2019January.docx">I:\DoIT - Lean Executive Committee\Website\Lean Webpage Changes-2019January.docx</a></li> <li>• Photos, A3s/storyboards/etc. still needed for website: <a href="I:\DoIT - Lean Executive Committee\Website">I:\DoIT - Lean Executive Committee\Website</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• LEC members to save photos/A3/etc. in file path.</li> <li>• LEC membership photo will be on 2/6/19.</li> <li>• Add website feedback to path in shared folder.</li> </ul>
Lean Annual Report [Heather/Roberta]	<ul style="list-style-type: none"> <li>• A draft of the first annual State of New Hampshire Lean Report will be circulated for review. Goal is to have the report published by February.</li> <li>• Agency profile updates are being provided as an addendum to the report.</li> <li>• Report will be available on the website and supplied to David for the Legislative work.</li> </ul>	<ul style="list-style-type: none"> <li>• Heather to send out annual report for review and edits by January 10, 2019. Edits and feedback due date will be provided in an email.</li> </ul>
2019 Network Planning	<ul style="list-style-type: none"> <li>• Potential topics for the March 15, 2019 meeting: Review website, facilitation tips and tricks. Volunteers: Jan, Dagmar, Heather.</li> </ul>	<ul style="list-style-type: none"> <li>• Jan to send out materials for planning for the 2019 meeting.</li> </ul>
Other updates [All]	<ul style="list-style-type: none"> <li>• The LEC is requesting a copy of the class registrations in advance of the classes. This will help the Lean Coordinators connect with newly Lean trained people before/after training.</li> </ul>	<ul style="list-style-type: none"> <li>• Chuck to ask Robin to send out class registration list to the LEC members.</li> </ul>