



# Process Improvement

## A Private/Public Partnership

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Iowa Coalition for Innovation & Growth

Iowa Business Council

Association of Business & Industry

Dept of Natural Resources

Dept of Economic Development

Iowa Workforce Development

Dept of Management

Dept of Public Safety



# Core Team Members

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Pella Corporation

ABI

HON Industries

IDED Regulatory Assistance Team

Director Department of Management

Department of Management

IPSCO Steel, Inc.

Rockwell Collins

DNR

Pella Corporation

Alliant Energy

Iowa Business Council

Iowa Coalition for Innovation & Growth



# Hot Team 2006 Focus

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- ☑ Secure funding to establish an office of Lean within the Department of Management.
  - Sponsor a 1 day lean kick-off for agency leadership.
- ☑ Identify training resources and provide support for those new to Kaizen in government.
- ☑ Continuous mentoring and support including team participation.
- ☐ Continue to identify where the pain is relative to government processes.
- ☐ Ongoing support as the administration changes at the end of 2006 into 2007



# Institutionalizing Lean in State Government- FY'06

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- ❑ DOM Accountability & Results Team-
  - ❑ Assume Lead in An Enterprise-Wide Initiative
  - ❑ Role – Outreach To Department Directors, Coordinate Events, Assure Follow-up
- ❑ 20 Events in 10-15 Dept's
- ❑ Establish Facilitators in at Least 3 Departments With Enough Experience to Conduct an Event Themselves
- ❑ FY'06 Stay Within Current Appropriations
- ❑ Private Partners Role – Mentoring with Some Facilitation of Events



# Institutionalizing Lean in State Government- '07 and beyond

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- ☑ FY'07 Budget Offer from DOM for Lean Business Process Coordinator With Results Targets.
- ☐ Establish Training Plan Through HRE for Facilitators & Team Leaders
- ☐ Expand Into Every Department
- ☐ Facilitators In 8-10 Departments
- ☐ Private Partners Role – Mentoring Only Without Facilitation



# 2006 Events

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## **Museum Exhibits (Cultural Affairs)**

- *Delays reduced by 100%; steps reduced by 80%; hand-offs reduced 85%*

## **Procurement (Corrections)**

- *Delays reduced by 93%; steps reduced by 75%; hand-offs reduced 91%*

## **SRF Cross-cutters (Natural Resources)**

- *Delays reduced by 40%; steps reduced by 32%; hand-offs reduced 30%*

## **Health Facilities (Inspections & Appeals)**

- *Delays reduced by 80%; steps reduced by 56%; hand-offs reduced 50%*

## **Order Entry (Alcoholic Beverages Division)**

- *Delays reduced by 33%; steps reduced by 65%; hand-offs reduced 60%*

## **Above Ground Storage Tanks (Public Safety - Fire Marshal)**

- *Delays reduced by 87%; steps reduced by 27%*

## **Historic Resource Development Program Grants (Cultural Affairs)**

- *Delays reduced by 93%; steps reduced by 68%; hand-offs reduced 65%*



# 2006 Events

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## **Occupational Safety & Health (Workforce Development)**

- *Delays reduced by 50%; steps reduced by 58%; hand-offs reduced 57%*

## **Maintenance Work Orders (Veterans Home)**

- *Steps reduced by 62%; hand-offs reduced 58%*

## **Interstate Compact for the Placement of Children (Human Services)**

- *Delays reduced by 79%; steps reduced by 58%; hand-offs reduced 56%*

## **Peace Officer Application (Public Safety)**

- *Delays reduced by 60%; steps reduced by 41%; hand-offs reduced 52%*

## **Medical Appointments (Veterans Home)**

- *Delays reduced by 79%; steps reduced by 66%; hand-offs reduced 79%*

## **Vehicle Specifications (General Services/DOT/Regents)**

- Bid packages reduced from 15 to 2

## **Peer Review (Board of Medical Examiners)**

- *Delays reduced by 73%; lead-time reduced by 51%; hand-offs reduced 75%*



# 2006 Upcoming Events

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- **Emergency Evacuation (DOM / HSEMD)**
- **Workers Compensation (Workforce Development)**
- **Support Services (Human Services)**
- **Facilities Improvement Corp (Natural Resources)**
- **Child Abuse Appeals (Human Services)**
- **Admissions (Veterans Home)**
- **Air Quality Standard Permits (Natural Resources)**
- **Collection Management (Cultural Affairs)**
- **Inmate Reception (Corrections)**
- **Accounting (Commerce - ABD)**
- **(Revenue)**



## State of Iowa Office of Lean Enterprise Lean Training

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- Identified Training Needs
- Reviewed Current Training Offerings from Private Sector
- Selected Potential Training Options
- Outlined the Go Forward Plan
  - Fall Kick-off Session
  - First Wave of Training



Together we are continuing to  
drive lean throughout state  
government!

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