LEANOHIO BOOT CAMP

WORK SIMPLER, FASTER, BETTER, AND MORE COST EFFECTIVELY

Using continuous improvement methods such as Lean and Six Sigma, you and your organization can make improvements to better serve customers by cutting red tape, removing inefficiencies, improving customer service, and achieving measurable results.

The Development Services Agency, in partnership with the Department of Administrative Services' Office of LEANOhio, is offering grants and scholarships to political subdivisions, including community development corporations, public transit authorities, sewer districts, etc., for Lean training and process improvement activities.

WHAT IS LEAN?

Lean refers to a collection of principles and methods that focus on the identification and elimination of non-value added activity (waste) in any process. Lean methods provide an alternative path to navigating tough budget pressures and customer-service and responsiveness demands on public agencies.

Utilizing Lean, a public-sector entity can:

→ Eliminate or drastically reduce backlogs

→ Reduce time to meet customer needs by more than 50%

→ Decrease the complexity of processes and eliminate unneeded process steps

→ Improve the quality and consistency work products and activities

→ Allocate more staff time to "mission critical" work

→ Improve staff morale

LEANOHIO BOOT CAMP: TRANSFORMING THE PUBLIC SECTOR

LEANOhio Boot Camp is an intensive week-long training program that gets people learning and using Lean methods and tools. The entire program is tailored to the public-sector workplace and public-sector processes. This is practical training aimed at generating results. Participants will be able to use their new knowledge and skills immediately — to make their organizations simpler, faster, better, and less costly.

The training is filled with government examples and exercises. It includes an in-depth simulation involving a prototypical agency, so participants build their toolkits by way of a real-world situation. It's perfect for people who work in government in an Ohio city, township, county, school district, community development corporation or other governmental agency or organization.

Participants will be able to:

→ Scope an improvement project

→ Decrease the complexity of processes and eliminate unneeded steps

→ Apply Lean tools and methodologies to make their organization more effective and efficient

→ Improve the quality and consistency of work products

Proven Results

1 SIMPLER

Process improvement teams rip through red tape. In FY 2013, these teams cut an average of 56% of the steps in the processes they improved — resulting in far fewer handoffs, decision points, loopbacks, and delays.

2 FASTER

Process improvement teams made their processes twice as fast, from when a customer asks for a service to when that service is delivered — reducing process time by an amazing 53% on average.

3 BETTER

By eliminating activities that don't add value, process improvement teams have redirected more than 500,000 staff hours to higher priority efforts that improve customer service. That's equivalent to 250 full-time employees made available for mission-critical work.

4 LESS COSTLY

Saving money and making better use of taxpayer dollars are major priorities. In FY 2013, the projected cost savings produced by process improvement teams — when their improvements are fully implemented — exceeded $125 million. The return on investment for LEANOhio activities was greater than 40 to 1.

Visit **urban.csuohio.edu/LeanOhioBootcamp** for event information.

Contact **Dr. Lisa Thomas** (216-687-2206 or m.e.thomas12@csuohio.edu) or **Robert Ziol** (216-687-3509 or r.ziol@csuohio.edu) for additional information about the program or to schedule a session in your area.