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 of work products and activities
- Allocate more staff time to “mission critical” work
- Improve staff morale

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.