

# 2014 Lean Government Summit

Canada's National Lean Government Conference

**October 22-24**

Museum of Nature, Ottawa, Ontario

**Keynote Speaker: Ken Miller**

North America's foremost Lean Government thinker and author:

*We Don't Make Widgets, Extreme Government Makeover*



**Liane Nickerson & Scott Powell**  
Export Development Canada



**Mike Morley**  
Government of Ontario



**David Edinger & Scotty Martin**  
City and County of Denver, CO



**Simon Trevarthen**  
Ontario Ministry of Health and Long-Term Care

Presented in cooperation with:



# Overview of the Summit

<b>Wed. Oct 22</b> <b>Full Day Professional</b> <b>Development Sessions</b>	<b>Thurs. Oct 23</b> <b>Conference</b>	<b>Fri. Oct 24</b> <b>Full Day Professional</b> <b>Development Sessions</b>
<p>Introduction to Lean Government White Belt Workshop</p> <p>OR</p> <p>Introduction to Six Sigma for Lean Government practitioners</p>	<p>Keynote: Ken Miller</p> <p>Presentations from North American public service Lean Government practitioners</p> <p>Panel of presenters discuss questions from the floor</p>	<p>Results Not Resistance: Building Buy-in and Execution into your Lean improvement projects</p> <p>OR</p> <p>Applying Lean at the individual level: Personal Kanban</p>
<p><b>\$895 + HST</b></p>	<p><b>\$595 + HST</b></p>	<p><b>\$895 + HST</b></p>

Public Servants only, please



# Wednesday, October 22, 2014

## Full-Day Professional Development Sessions

Choose one of these two workshops for \$ 895 + HST

8:30 am – 4:30 pm

Networking breakfast served at 7:30 am. Lunch and snacks/refreshment breaks provided.

### 1. Introduction to Lean Government (Lean Government White Belt)

A hands-on interactive introduction to Lean in government.

At the end of the full-day session, participants should be able to answer the questions:

- What is Lean?
- How does it apply to government to deliver more, faster, better and cheaper? How is it different in government than in Manufacturing or the Service Sector?
- What are the principles of Lean government? What are the tools? (interactive hands-on simulations).
- How do you engage your people in a Lean government implementation?
- What does a Lean Government implementation roadmap look like? What could your initial Lean implementation roadmap look like? How can you get started?

At the conclusion of the workshop, participants will receive a Lean Government White Belt certificate.

**Workshop Leader:** Craig Szelestowski, Lean Agility Inc.

### 2. Six Sigma for Lean Practitioners: Increase the impact of Lean with these Six Sigma techniques

The use of a handful of Six Sigma tools can make Lean even more effective by:

- scoping large hopeless processes into smaller, manageable improvement opportunities
- identifying and prioritizing root causes of problems to reduce defects and rework
- using data to identify and monitor key performance indicators

...so you can deliver more, and more consistently, without adding resources or working harder.

This hands-on workshop for anyone, including Lean government practitioners, will add Six Sigma's most useful tools to your toolkit. This workshop uses a simulation to demonstrate common issues that we run into on a regular basis. Participants will have the ability to apply the tools in the workshop and leave with a USB key containing tools and templates that they can use when they return to the office.

**Workshop Leader:** Paul Choquette, Lean Six Sigma Black Belt

# Thursday, October 23, 2014

## Conference (\$595+HST)

Participants will receive a copy of *We Don't Make Widgets or Extreme Government Makeover*.  
Presentations and presenters may change.

7:30 – 8:30	<b>Registration and Continental Breakfast</b>
8:30 – 8:35 am	<b>Introduction</b> - Craig Szelestowski, President, Lean Agility Inc.
8:35 – 9:35 am	<b>Keynote Speaker: Ken Miller, North America's foremost Lean Government thinker and author: <i>We Don't Make Widgets, Extreme Government Makeover</i></b> <b>Extreme Government Makeover</b> Government is under incredible pressure right now. The economic crisis hit us with a double whammy: exponential increases in demand and dramatically reduced resources. Government simply doesn't have the capacity to do all the good we want to do in this world. It's abundantly clear that the house of government doesn't need another layer of paint or some new carpet. It needs an extreme makeover—and fast! Our house is full of “moldy ideas” that are making everyone sick and our pipes are bursting from the ever-increasing demands. We can stand around arguing whether the house is too big or costs too much or we can grab some tools and fix it up. This presentation makes obvious the real problems plaguing government, shows how you can join the crew, and gives you the tools to complete the makeover.
9:35 – 10:35 am	<b>Liane Nickerson, Director Organizational Development</b> <b>Scott Powell, Director Operational Excellence</b> <b>EDC's Journey to Achieve Operational Excellence</b> Export Development Canada is Canada's export credit agency. Liane Nickerson and Scott Powell will talk about “The EDC Way.” It is an approach to doing business at EDC that is grounded in a belief that EDC's business can achieve increased and sustainable operational efficiency, employee engagement and improved customer satisfaction by being operationally excellent.  EDC's journey to operational excellence has required a commitment to behavioral and management system improvements across the entire organization, from senior leadership to right down to the front line professionals. Liane and Scott will talk about EDC's 7 year journey that has unfolded, to date, and offer perspectives on critical success factors.
10:35-11:00	<b>Networking Break</b>
11:00 -12:00 pm	<b>Mike Morley, Head, Cluster 2.0 Transformation Office, Children, Youth and Social Services Cluster (CYSSC) Government of Ontario</b> <b>Lean IT</b> The Children, Youth and Social Services Cluster (CYSSC), a shared services IT group supporting three ministries in the Government of Ontario, has applied Lean to improve delivery to their clients while increasing capacity by up to 700%. Mike Morley will share the story of their Lean journey and lessons learned, and will provide an overview of how Lean and Agile can combine to improve IT service delivery in a government setting.
12:00 – 12:45 pm	<b>Lunch</b> – sponsored by Lean Agility Inc.

## Thursday, October 23, 2014 (cont.)

<b>12:45 – 1:45 pm</b>	<p><b>Simon Trevarthen, Director of Ministry Project Management &amp; Process Improvement Office, Ontario Ministry of Health and Long-Term Care</b></p> <p>Driving Lean in the public sector requires a different change toolbox. Leaders often need to balance sustaining service, in a fiscally prudent time, with the need to transform the quality service delivery. Case studies will illustrate how to apply lean in horizontal corporate and programmatic vertical projects. The focus will be on the front end work to understand the relevance of the business model and how this analysis transforms into Lean improvement opportunities. The key points of leadership support, management “buy-in” and staff engagement will be explored.</p>
<b>1:45-2:45 pm</b>	<p><b>David Edinger, Chief Performance Officer &amp; Scotty Martin, Manager of Analytics. Budget &amp; Management Office. Denver, Colorado</b></p> <p><b>Lean Marijuana? Peak Academy, Peak Analytics, and Value Stream Budgeting in Denver</b></p> <p>In 2012, Denver citizens voted to legalize retail marijuana, which took effect in January 2014. This legislation posed an issue for the departments that issue business licenses, perform inspections, and enforce our laws because retail marijuana was something new for Denver: a new value stream in uncharted territory. It also posed an opportunity for Denver to grow, learn, and mature their Lean infrastructure. Learn how Denver utilized its investment in its Peak Academy Lean Black Belts to create Peak Analytics and implement value stream budgeting to facilitate a cross-silo value stream.</p>
<b>2:45-3:00pm</b>	<p><b>Networking Break</b></p>
<b>3:00 - 4:00pm</b>	<p><b>Craig Szelestowski, Lean Black Belt, Lean Agility Inc.</b></p> <p><b>Lean in “Non-Transactional” Work</b></p> <p>Many Lean Government transformations begin and stay in the realm of high-volume, repetitive transactional processes. Can Lean improve the development of policy, reports, briefing notes, communications and so on where the subject varies widely and volumes are low? Learn how to apply Lean thinking to these types of work to reduce lead times, increase capacity and improve delivery.</p>
<b>4:00 - 4:55pm</b>	<p><b>Panel Discussion</b></p> <p>An opportunity to ask questions of the day’s speakers in a panel format.</p>
<b>4:55 - 5:00pm</b>	<p><b>Wrap-Up</b></p> <p>Craig Szelestowski, President, Lean Agility Inc.</p>
<b>5:00 – 6:30 pm</b>	<p><b>Optional: Networking Reception</b></p> <p>Location: TBA</p>

# Friday, October 24, 2014

## Full-Day Professional Development Sessions

Choose one of these two workshops for \$ 895 + HST

8:30 am – 4:30 pm

Networking breakfast served at 7:30 am. Lunch and snacks/refreshment breaks provided.

### 1. Results, Not Resistance: Building buy-in and execution into your Lean improvement projects.

Ever present a great improvement idea and, everyone at the meeting nodded in agreement, but days later, when you went to implement it, the same people said: “the timing is just not right” and we should wait “until X is done first”, or “we really need more information before we proceed”, or “we might have missed some things and maybe we should rethink this.”

Or,

Has your organization ever identified a promising improvement idea, and everybody bought in to the plan to implement it, then..... nothing happened? Or the implementation of the idea began, and then eventually just faded away? This hands-on, practical workshop, filled with real life examples and solutions from government helps participants build buy-in and improve the execution of great Lean ideas.

By the end of the workshop participants will have:

- Learned Lean tools and templates that you can re-use when you get back to the office,
- Learned how to use the Results Equation **R = I X D X E** to ensure that buy-in and execution are as solid as your improvement ideas, dramatically increasing your odds of getting great results.
- Developed an initial buy-in and execution plan for their Lean project or transformation.

**Workshop Leader:** Craig Szelestowski, Lean Black Belt, Lean Agility Inc.

### 2. Applying Lean at the individual level: Personal Kanban

Learn how to apply Lean principles to improve your own productivity so that you manage your workflow, focus on the right things, do them better - and achieving more. Participants leave the session having created their own personal Kanban board to use when they return to the office, and will get a copy of the book *Personal Kanban* by Jim Benson & Tonia Barry.

By the end of the workshop, participants will have:

- Learned how their personal workflow can be represented using visual techniques.
- Understood the importance of limiting their Work in Progress (WIP).
- Become aware of the difference between pushed work and pulled work.
- Designed their own tailor-made Kanban Board.

**Workshop Leader:** Pascal Venier, PhD, Personal Kanban Facilitator.

# Pre- and Post-Conference Workshop Leaders

**Craig Szelestowski:** With 20+ years of public service experience and twelve years of Lean Government experience, as VP of HR, Lean and Quality Systems, Craig led the Royal Canadian Mint's Lean transformation resulting in tens of millions of dollars in improvements and high levels of employee engagement. Since 2010, he has been consulting in government, helping public servants to create and sustain their own improvements. He co-designed and co-instructs the Telfer School of Business' Lean programs.

**Paul Choquette:** A Lean Six Sigma Black Belt with over 30 years of public service experience and an impressive Lean Six Sigma track record in office processes. Paul is particularly strong at combining Lean and Six Sigma to create sustained improvements and engagement.

**Pascal Venier, PhD:** A seasoned Personal Kanban facilitator with two decades of public service experience who focuses on bringing Lean concepts to the individual level, resulting in increased capacity and productivity, as well as reduced stress.

To register, visit [leangovernmentconference.ca](http://leangovernmentconference.ca)

For information call 613-266-4653 or email [info@leanagility.com](mailto:info@leanagility.com).

Schedule subject to change. Updates will be posted at <http://leangovernmentconference.ca>

All registrations will be confirmed. Fees do not include accommodations.

## Location:

Canadian Museum of Nature, 240 McLeod Street, Ottawa, Ontario K2P 2R1

Parking available on the museum property (\$12)



