

Lean Government Week

October 19 – 23, 2015

Ottawa, Ontario

Canadian Museum of Nature

Keynote address: Ken Miller,
author and founder of the
Change and Innovation Agency



Canada's National Lean Government Learning Exchange

- 10 Lean Government Workshops
- Oct. 22: Canada's 4th Annual National Lean Government Summit: Plenary Session
- Peer-to-peer Networking Opportunities

Plenary Session: Guest Speakers



Shelley Whitehead
Province of Saskatchewan



Elaine Richardson and Sarah Eltawansy
Export Development Canada



Chris Irwin
Ministry of Transportation,
Province of Ontario



Misael Cabrera
Arizona Department
of Environmental Quality

Presented in cooperation with:



Schedule of Events

Time	Monday October 19	Tuesday October 20	Wednesday October 21	Thursday October 22	Friday October 23
7:30 a.m. – 8:30 a.m.	Registration/Networking				
8:30 a.m. – 4:30 p.m.	Lean Government: Strategic Planning	Lean Government: Non-transactional Work	Introduction to Lean Government: White Belt	Canada's National Lean Government Summit 8:30 a.m – 5:00 p.m	Lean Government: Management Systems
8:30 a.m. – 4:30 p.m.	Lean Government: IT		Introduction to Six Sigma for Government		Lean at the Individual Level: Personal Kanban
8:30 a.m. – 4:30 p.m.	Lean Government: Procurement		Identifying and Solving Behavioural Root Causes of Lean Wastes		Results, Not Resistance

Presentations and presenters subject to change. Public servants only please.

Pricing: Professional Development Workshops: **from \$695/each + HST**
Lean Government Summit: **\$795 + HST**
Lean Government Week All Access Pass: **\$2,495 + HST**

For workshop descriptions, a detailed list of presenters or to register visit:
leangovernmentweek.com

Location: Canadian Museum of Nature
240 McLeod Street, Ottawa, Ontario, K2P 2R1
Parking available on museum property (\$12)

Have a question? Call 613-898-7042 or email
info@leanagility.com for answers.

October 22: Canada's Lean Government Summit Speaker Summary

Ken Miller, founder Change and Innovation Agency, author of Extreme Government Makeover and We Don't Make Widgets.

"We Don't Make Widgets": The early successes in Lean Government have often taken place in processes that involve high volumes and "mass processing", such as the creation of passports, licences, benefit cheques, etc. What about those of us whose processes create custom "documents" that differ significantly each time – submissions, regulations, briefing notes, plans, business cases, strategies, press releases? These may not feel like "widgets". How can we improve these processes? Ken will share his paradigm to help you identify and improve the "widget" that you create, regardless of whether you work in high volume mass processing or in a customized process. He will also share case studies to illustrate how everybody makes "widgets" – and how getting it right the first time, with less effort, faster while engaging your team is within your reach.

Shelley Whitehead, Province of Saskatchewan

Five Years of Lean: A Province's Journey. The Province of Saskatchewan was the first Canadian jurisdiction to make a concentrated effort to apply Lean across its entire organization and in so doing, has become one of the foremost case studies of Lean Government anywhere. Learn how Saskatchewan carried out its transformation, its challenges and how it is continuing with its Lean journey. As well, learn what a transformation looks and feels like five years on.

Chris Irwin, Ministry of Transportation, Province of Ontario

How to Open the Door and Keep it Open: Two years ago, with only a three-day training program and little prior process improvement expertise, Chris took on a major core business process, coaching a team to eliminate a backlog in two months and reduce client wait time from 94 days to five days. By starting from the bottom up, and proving the effectiveness of Lean through results Chris is leading a growing movement in the Ministry

of Transportation, with business areas seeing the results, seeking out his advice and buying in. In his inspiring presentation, he will describe how an individual can spark major improvement in a large organization. He identifies how to open the door to improvement and how to keep it open for more and greater change. He identifies a number of challenges to watch for and offers practical solutions to address these.

Misael Cabrera, Arizona Department of Environmental Quality

As Deputy Director of the Arizona Department of Environmental Quality, and under the leadership of Director Henry Darwin, Misael lead the Lean transformation at ADEQ over the last 3 years. Highlights include reducing groundwater and air permit timeframes by over 60%; reducing the cost of individual groundwater permits by over 40%; reducing timeframes for public record availability by over 70%; closing 2 state superfund sites in 2 years (0 site closures in previous 15+ years); deploying team scoreboards across the department; and increasing staff engagement by over 100% (measured quantitatively). Learn from the experiences of ADEQ on how to create and maintain momentum by delivering results shaping the culture.

Elaine Richardson, Sarah Eltawansy: Export Development Canada

Lean Strategic Planning - Lean entered the public sector first in operational and service-oriented business processes, creating breakthrough improvements in speed, flow, and efficiency. Lean thinking, however, goes well beyond the continuous improvement of business processes. Lean also provides a unique and practical approach to Strategic Planning; a number of leading public sector organizations have created notable improvements in focus, alignment, buy-in, and execution of their strategic plans using this approach. Elaine and Sarah will share the EDC Lean Strategy Deployment story, with a particular focus on how it integrates with the Martin/Lafley "Playing to Win" framework as well as their customized "President's Hoshin X-Matrix" framework.