

Lean Government Summit 2013

October 23, 24 and 25

at the Museum of Nature,

Ottawa, Ontario

leangovernmentconference.ca

Canada's National Lean Government Conference

Guest Speakers ▼



Dr. Deborah Nightingale

Co-Director, Sociotechnical Systems Research Centre (SSRC) and past Co-Director, Lean Advancement Initiative, Massachusetts Institute of Technology (MIT)



Shelley Whitehead

Strategic Advisor,
Ministry of Central Services,
Government of Saskatchewan



Scotty Martin

Manager, Peak Academy
Budget & Management Office/BMO
City of Denver, Colorado



**Daryl Gauthier and
Paul Choquette**

Human Resources, Canada Post

Presented in cooperation with:



Canadian governments at the federal, provincial and municipal levels are being squeezed to do more with less - faster, better, and more efficiently while improving employee engagement. A number of government organizations across North America have overcome this challenge by implementing Lean Enterprise.



Benefits of this Conference

Lean Government: In an era of austerity, learn how to deliver faster, better, and more efficiently while engaging your people.

- Learn how to apply Lean in a government environment and culture, with practical tips from government organizations that have successfully implemented Lean.
- Learn how to get started in Lean in your Department or Agency and, if you've already begun, how to increase and sustain momentum.
- Learn how to overcome tight levels of staff and budgets, leading people to firefight to survive - creating the perception that they do not have enough time or resources to find improvements and implement them.
- Learn how to overcome well-established silos that discourage the improvement of end-to end business processes.
- Learn how to engage leaders and employees who may be jaded about new "change" initiatives.

Canada's premier Lean Government learning event is a meeting of North American practitioners and subject matter experts who will share how they have successfully overcome issues such as these to increase capacity, speed, focus, service to the public, and employee engagement while at the same time managing costs.

Public servants only, please.

The Summit is organized into three days:

a Pre-Conference Master Workshop, a Plenary Conference, and a Post-Conference Master Workshop.

Participants can choose to attend any or all of Day 1 or Day 2, or Day 3:

Day 1	October 23 Pre-Conference Introduction to Lean Government Master Workshop An introduction for Public Servants interested in learning what Lean Government is and how to implement it for the first time. Provides a basic level of understanding that enhances the benefit of the October 24th conference plenary for those who are new to Lean.	\$ 895.00 + HST
AND / OR		
Day 2	October 24 Conference Conference Plenary Session Presentations from public servant practitioners who are executing successful Lean Government transformations, as well as Lean experts from the academic sector.	\$ 595.00 + HST
AND / OR		
Day 3	October 25 Post-Conference Results Not Resistance: Building Lean Buy-In and Execution Master Workshop Is your Lean Government implementation thriving or losing momentum? A workshop of practical lessons on how to improve buy-in and execution in your Lean Government transformation to improve results and sustainability.	\$ 895.00 + HST

Continental breakfast, catered networking breaks and lunch are included each day.



Summit Agenda:

Wednesday October 23

Pre-Conference Master Workshop

Introduction to Lean Government (Lean Government White Belt)

A hands-on interactive introduction to Lean Enterprise in government. At the end of the 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?

Workshop Leader: Craig Szelestowski, Lean Agility Inc.

7:30 – 8:30 am	Registration and Continental Breakfast
8:30 – 8:45 am	Introduction
8:45 – 9:45 am	What is Lean Enterprise? How does it apply to government to deliver more, faster, better and cheaper?
9:45 – 10:45 am	Interactive Simulation: What are the principles of Lean government? What are the tools? (interactive hands-on simulation)
10:45 – 11:00 am	Networking Break
11:00 – 12:00 pm	Simulations , continued
12:00 – 1:00 pm	Lunch
1:00 – 2:00 pm	Building Lean Government continuous improvement, accountability and execution
2:00 – 3:00 pm	How do you engage your people in a Lean Government transformation? Change Management, Culture, Buy-in
3:00 – 3:15 pm	Networking Break
3:15 – 4:15 pm	Lean Transformation Roadmaps and how to get started
4:15 – 4:30 pm	Pulling it all together: Craig Szelestowski

Thursday, October 24

Lean Government Conference

Presentations by Lean Government Practitioners and Experts; Interactive Q&A Session

7:30 – 8:30	Registration and Continental Breakfast
8:30 – 8:45 am	Introduction - Craig Szelestowski, President, Lean Agility Inc.
8:45 – 9:45 am	Keynote Speaker: Lean in Government – Architecting the Future Enterprise Dr. Deborah Nightingale, Co-Director, Sociotechnical Systems Research Centre (SSRC) and past Co-Director, Lean Advancement Initiative, Massachusetts Institute of Technology (MIT) Organizations are complex, and improving processes, in isolation, does not guarantee sustained performance improvement. <i>Enterprise Systems Architecting</i> is a new approach that views the entire enterprise as a holistic system encompassing multiple views such as the organization view, process view, knowledge view, and information technology view. These all need to work in harmony to achieve sustained results. Dr. Nightingale will share how you can use the principles of <i>Enterprise Systems Architecting</i> to improve the success of your Lean Government implementation. This session provides highlights of her soon-to-be published book on the topic of Enterprise Systems Architecting.
9:45 – 10:45 am	Applying Lean across an Entire Province Shelley Whitehead, Strategic Advisor, Ministry of Central Services, Government of Saskatchewan In 2010, the Government of Saskatchewan began implementing Lean government-wide; the first jurisdiction in Canada to do so. Two years later, this was expanded to include the Education and Advanced Education third parties. Government employees, post-secondary institutions and school divisions around the province are now embracing the Lean way of thinking to improve service, systems and processes and to streamline work. Ms. Whitehead will provide an overview of the Government of Saskatchewan's Lean journey including the benefits and challenges, lessons learned and future plans.
10:45-11:00 am	Networking Break
11:00 am-12:00 pm	We Aren't Different But We Are Easily Distracted Rorry Harding, Manager, Process Improvements, Keith Summers Atomic Energy of Canada Ltd AECL's Lean journey was born from a cost reduction program; the journey is challenged by our transition to a Government Owned Company Operated model (the first in Canada); re-licencing our 60 year old nuclear reactor; competing businesses line mandates; DRAP targets; operating within our heavily regulated sector and the legacies of a 60 year old organization. All of this has given us plenty of reasons to think we are different. But so far we've learned that everyone is different, we are just easily distracted. How are we making Lean succeed? See you in October.
12:00 – 12:45 pm	Lunch

Thursday, October 24 (cont.)

Lean Government Conference

Presentations by Lean Government Practitioners and Experts; Interactive Q&A Session

12:45 – 1:45 pm	<p>Lean BC</p> <p>Colleen Sparks, Executive Lead, Lean BC Office BC Public Service Agency Jeff MacKey, Fujitsu Inc. Leader Lean Practice – Western Region.</p> <p>In 2012/13, each ministry across the province of British Columbia was challenged to undertake two Lean projects and to implement a strategy to support a Lean culture. At the end of one year, 69 Lean projects have been initiated across the BC Public Service – far exceeding the initial target. These projects have in some cases reduced delays by up to 87%, reduced lead times by 50%, and reduced process steps by 60%, creating simplicity and efficiency. Our speakers will share an overview of their Lean journey so far and will identify their keys to creating momentum in a large-scale Lean government implementation.</p>
1:45-2:45 pm	<p>Implementing Lean in City Government: Denver, Colorado's Peak Academy</p> <p>Scotty Martin, Manager, Peak Academy. Budget & Management Office/BMO. Denver, CO</p> <p>Mayor Michael Hancock took office in the summer of 2011 with the promise to deliver a world class City where everyone matters. The Chief Performance Officer, David Edinger, working with the BMO crafted an overarching framework Mayor Hancock called Peak Performance. What makes Peak Performance unique is the Peak Academy concept that trains and empowers employees in Lean tools and methodology. The Peak Academy has identified \$8 million USD worth of innovation opportunities and \$1.1 million USD of that has been implemented to date. Come learn how Denver started the Peak Academy, what Lean tools their colleagues learn, how they track innovation City-wide, how they empower their greatest asset (their human resources) to innovate using Lean, and the next step in their continuous improvement journey: action-based analytics on a foundation of open data.</p>
2:45-3:00 pm	<p>Networking Break</p>
3:00 – 4:00 pm	<p>Lean Human Resources at Canada Post</p> <p>Daryl Gauthier and Paul Choquette, Human Resources, Canada Post</p> <p>Already a Lean pioneer and leader in its operations, Canada Post has adapted Lean to Human Resources to create breakthroughs in service delivery. Mssrs Gauthier and Choquette will share the lessons of their Lean HR journey.</p>
4:00 - 4:55 pm	<p>Panel Discussion</p> <p>An opportunity to ask questions of the day's speakers in a panel format.</p>
4:55 - 5:00 pm	<p>Wrap-Up</p> <p>Craig Szelestowski, President, Lean Agility Inc.</p>
5:00 – 6:30 pm	<p>Optional: Networking Reception</p> <p>Location: TBA</p>

Presentations will be in English, however French translation is available for the question and answer sessions.

Friday October 25

Results Not Resistance: Building Lean Buy-In and Execution Master Workshop

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, thennothing happened? Or the implementation of the idea began, then eventually just faded away? Or you completed the implementation, but the targeted results just didn't occur?

These are common symptoms of improvement ideas that lack sufficient buy-in or execution. We often focus so much on using Lean tools to find improvements, that we don't pay nearly enough attention to building not just great improvement ideas, but also great buy-in and great execution of these ideas.

Using real life examples, and Lean tools and templates that you can re-use when you get back to the office, learn how to use the Results Equation $R = I X D X E$ to ensure that your buy-in and execution are as solid as your improvement ideas, dramatically increasing your odds of getting great results. Participants will leave the session with an initial Buy-In and Execution plan for their Lean project or transformation.

8:00 – 9:00 am	Registration and Continental Breakfast
9:00 – 9:30 am	Introduction: How Buy-In and Execution are as important as finding the best improvement ideas, and why they are overlooked. Use the Results Equation $R = I X D X E$ to assess the probability of success of your Lean project or transformation.
9:30 – 10:30 am	The theory of Buy-In: What makes an improvement idea attractive? What makes an idea spread? Buy-In at three levels: front lines, middle management and executive.
10:30-10:45 am	Networking Break
10:50 -12:00 pm	Implementing Buy-In: Tools, templates and practical exercises to plan and implement Buy-In for your Lean project or transformation.
12:00 – 1:00 pm	Lunch
1:00 – 2:30 pm	The theory of Execution: What are the elements of execution that lead to transforming a great Lean idea into great, sustained business results?
2:30 – 2:45 pm	Networking Break
2:45 – 4:15 pm	Executing Execution: Tools, templates and practical exercises to execute your Lean project or transformation, increasing and sustaining impact and results.
4:15 – 4:30 pm	Pulling it all together: Craig Szelestowski

Pre- and Post- Conference Workshop Leader: Craig Szelestowski

As a public servant and then later as a Lean government coach, Craig has led and supported Lean transformations in federal and provincial government organizations for over ten years, yielding tens of millions of dollars of bottom-line improvements, doubling of throughput, reduction of lead times by two-thirds or more and increased engagement of employees, leading to “Best Employers in Canada” status. He has a proven track record of adapting Lean/Six Sigma to the government context and culture. His philosophy is that even the best solutions can only be implemented successfully when accompanied by sufficient buy-in, execution, and alignment of mindsets. He previously served as Vice-President responsible for Lean Enterprise and Human Resources at the Royal Canadian Mint and has taught at the University of Ottawa’s Telfer School of Business on multiple occasions. His practical expertise is supported by an MBA from the University of Ottawa and a BA in Industrial Relations from the University of Toronto. He holds a Lean Six Sigma Black Belt Certificate of Achievement from Villanova University.

To register, visit leangovernmentconference.ca

For more information, call 613.266.4653 or email info@leanagility.com

All registrations will be confirmed. Program subject to change. Fees do not include accommodations.

Location:

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

Parking available on the museum property (\$12)

