






# Canadian Lean Government Summit 2019

Lean Government Summit brings together global public servants and thought leaders to share breakthroughs in delivering products and services through improved processes, innovation and energized people.

Featuring a range of speakers and subject matter designed to address the top issues of current and aspiring Lean government practitioners.

-  **Thursday, January 24 and Friday January 25, 2019**
-  **Shaw Centre, 55 Colonel By Drive, Ottawa, ON**
-  **\$995 + HST**
-  **[leanagility.com/en/leanagovernmentsummit\\_2019](http://leanagility.com/en/leanagovernmentsummit_2019)**
-  **t: 613-898-7042 / [info@leanagility.com](mailto:info@leanagility.com)**

*Public servants only please*

## HIGHLIGHTS

- **70% Faster and Happier Clients: Lessons from the front-lines**
- **Increasing Your Capacity To Do More Good: Applying lean to social services in the U.S.**
- **Gaming the System - how the misuse of data impedes innovation**
- **Adopting Lean at the Pay Centre in Miramichi**
- **The Hard Cost of the Soft Stuff: Trust**
- **Lean and Servant Leadership – Increasing production, reducing backlog, and Continuously Improving in a municipal operations**
- **Make Work more Human**
- **Using Lean Measurement and Evaluation to Educate the World's Poor**
- **Lean Transformation at the Montfort Hospital**
- **Agile/Scrum for Government 101**
- **Is Lean still relevant in the digital age?**
- **Six Sigma for Lean Practitioners**
- **Improving your work and taking care of yourself with Mindfulness**
- **What I've Learned: A lifetime on the front lines of Lean**
- **Lean Problem Solving with the A3 Management Method**



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## THURSDAY, JANUARY 24

7:30 - 8:30 a.m. - REGISTRATION/BREAKFAST

**Gaming the system - how the misuse of data impedes innovation**  
8:30 - 10:00 a.m. - Gatineau Salon (Room 206/208)

Ken Miller, Lean Government Thinker and author: "We Don't Make Widgets" and "Extreme Government Makeover"

Ken identifies the consequences of misusing measurement for incentives and motivation, or for control and accountability. Referring to government examples in the United States, Ken will address how to begin using measurement as a flashlight, not a hammer, increasing flow and thus doing more good.

10:00 - 10:30 a.m. - NETWORKING BREAK

**To be announced**  
10:30 a.m. - 12:00 p.m. - Gatineau Salon (Room 206/208)

**The Hard Cost of the Soft Stuff: Trust**  
10:30 a.m. - 12:00 p.m. - Room 204

Bernard Chartrand, Senior Consultant, Lean Agility Inc.

Bernard, an Integral Master Coach and Lean Black Belt, will identify the hard costs of low trust and, using the Trust Equation, will help you identify relationships where trust is low and options to increase it. You will leave the session with an action plan to develop higher trust, which makes everything else flow better.

12:00 - 1:00 p.m. - LUNCH - Gatineau Salon (Room 206-208)

**70% Faster and Happier Clients - Lessons from the Front Lines**  
1:00 - 2:00 p.m. - Gatineau Salon (Room 206/208)

**Lean Problem Solving with the A3 Management Method**  
1:00 - 2:00 p.m. - Room 204

Nadia Vallières, Director, HR Business Transformation, and Alain Pelletier, Director and Business Partner, HR Branch, Innovation, Science and Technology Canada (ISED)

The HR function at ISED has become the gold standard in HR in the federal government of Canada. From the point of view of two key change agents in this transformation, learn how they were able to go an average of 70% faster by building not only better processes, but also visible and invisible enablers of these processes. As well, they will share some of the experiences that you can only learn by doing, or by attending this talk!

Peter Lok, Senior Program Policy Analyst, and Sebastien Arsenault, Manager, National Programs, Transport Canada

The lean A3 management method is a problem solving methodology pioneered by Toyota and has been adopted by thousands of private and public sector organizations around the world to support their continuous improvement efforts. The first part of this presentation explores the collaborative, consensus building philosophy behind the A3 management method, the basic format of the A3 (think of an 11"x17" "placemat") and how to use it to support continuous improvement efforts. The second half will focus on the experience of one group at Transport Canada that adopted the A3 management method: What worked, what didn't and the initial impacts of the A3 management method on changing culture.

2:00 - 2:20 p.m. - NETWORKING BREAK

**Lean and Servant Leadership – Increasing production, reducing backlog, and Continuously Improving in a municipal operations**  
2:20 - 3:20 p.m. - Gatineau Salon (Room 206/208)

**Make Work more Human (via video-conference)**  
2:20 - 3:20 p.m. - Room 204

Scott Gray, Plant Manager Water Purification and Scott Laberge, Manager Wastewater Collection, City of Ottawa

The Closed Circuit TV (CCTV) inspections of the City's sewer systems was lagging behind plan, leaving staff overwhelmed and demoralized. Scott and Scott will share how they increased the volume of inspections by up to 400%, while at the same time motivating their teams through a combination of servant leadership, visual management and proactive improvement routines.

Renée Smith, Director of Lean Transformation, State of Washington

In this innovative presentation, Renée proclaims that it's time to decrease fear and increase love at work. After all, we are people, working with people, serving people. We are not cogs or machines or objects or even resources. We are human. And we humans are at our best when we are psychologically safe. Building a loving, human-centered workplace creates the conditions to give and be and do our very best. Why wouldn't we make work more human?

## THURSDAY, JANUARY 24 - CONT'D

3:20 - 3:30 p.m. - TRANSIT

**Increasing your capacity to do more good: applying Lean to social services in the U.S.**  
3:30 - 4:30 p.m. - Gatineau Salon/Room 206-208

Ken Miller, Lean Government Thinker and author: "We Don't Make Widgets" and "Extreme Government Makeover"

Ken has a unique perspective on using Lean to transform government, particularly in the delivery of social services. As one of the leading thinkers and practitioners in the field, he will share his insights on failure demand, the backlog cycle, and many of the traps that prevent flow and improvement: keeping clients away from staff, trying to do everything through call centers etc. These misguided attempts to reduce transaction costs in reality it just drive up system costs as it takes eight touches to serve a client instead of one.



## FRIDAY, JANUARY 25

7:30 - 8:30 a.m. - BREAKFAST

**Is Lean still relevant in the digital age?**  
8:30 - 9:30 a.m. - Gatineau Salon (Room 206/208)

Ken Eakin, Senior Advisor, Export Development Canada

Many people think of Lean as a relic from the industrial age, focused on improving the efficiency of manual labour on an assembly line. With apparently nothing to say about artificial intelligence, robotics, blockchain, and all of the other cutting edge technologies that are poised to transform our work, Lean might seem like a foolish investment of one's time and energy. Ken Eakin, Senior Advisor in the Finance and Technology group at Export Development Canada, will share a chapter from his upcoming book on Lean office work that argues that Lean is more relevant than ever in the digital age.

**Lean Transformation at the Montfort Hospital (French session)**  
8:30 - 9:30 a.m. - Room 204

Lise Vaillancourt, Director of Corporate Lean and Project Management Office, Montfort Hospital

In this French-only session, Ms. Vaillancourt will share the remarkable transformation story of the Montfort Hospital, the only Canadian francophone teaching hospital west of Québec. She will share the results of their transformation, how they integrated Lean into the everyday work and thinking as well as special tips and insights gained along the way.

9:30 - 9:45 a.m. - NETWORKING BREAK

**Using Lean Measurement and Evaluation to Educate the World's Poor**  
9:45 - 10:45 a.m. - Gatineau Salon (Room 206/208)

Steve Cantrell, Vice President of Measurement & Evaluation, Bridge International Academies

Bridge International Academies is a network of schools educating over 250,000 students in India, Kenya, Liberia, Nigeria, Uganda and China. Steve will share how he and his team are deploying Lean Startup principles to bring high quality education to low income families in some of the world's most difficult places to live and work. He'll discuss the design of the core instructional program, share tools to help managers use evidence for improvement, and show examples of how using A/B testing has helped build a more effective curriculum.

**To be announced**  
9:45 - 10:45 a.m. - Room 204

10:45 - 11:00 a.m. - TRANSIT

## FRIDAY, JANUARY 25 - CONT'D

### Agile/Scrum for Government 101

11:00 a.m. - 12:00 p.m. - Gatineau Salon (Room 206/208)

Craig Szelestowski, President and Founder, Lean Agility Inc., and Jill Graves, Agile Coach and Scrum Master

Agile principles and the Scrum framework adapt Lean thinking to the development of complex products, in chaotic environments. Applying these approaches, a number of public sector organizations have been able to develop twice the working software in half the time. The same approach been adapted to the development of non-software products, such as the development of policies. In this presentation you will learn the basics of Agile/Scrum, how it applies in digital and non-digital products, and some ideas you can integrate directly into your work to get more done in less time with less effort.

### Six Sigma for Lean Practitioners

1:00 a.m. - 12:00 p.m. - Room 204

Paul Choquette, Senior Consultant, Lean Agility Inc.

Some improvement facilitators are spooked by the language, prescriptive nature and data-analysis of Six Sigma. But in avoiding Six Sigma, they are overlooking a set of tools and approaches that can dramatically increase their effectiveness as change agents. In the presentation, Paul demonstrates a handful of Six Sigma tools and approaches that are both accessible and impactful, to integrate into the Lean practitioner's toolbox.

12:00 - 1:00 p.m. - LUNCH Gatineau Salon (Room 206/208)

### Adopting Lean at the Pay Centre in Miramichi

1:00 - 2:00 p.m. - Gatineau Salon (Room 206/208)

David Pike, Compensation Advisor and Peter Savoie Project Officer, Public Services and Procurement Canada

In a high-pressure environment, the Pay Centre began adopting Lean to address emerging challenges. In this presentation, David and Peter will share how they have begun their Lean transformation, sharing lessons about creating and nurturing a movement in a unique environment.

### Improving your work and taking care of yourself with Mindfulness

1:00 - 2:00 p.m. - Room 204

Glen Orsak, Director, Telfer Centre for Executive Development

As change agents, Lean practitioners focus on taking care of the needs of others, but who takes care of them? In this workshop, learn about mindfulness, get started on an initial plan to increase your well-being as a human, and your effectiveness as a change agent.

2:00 - 2:20 p.m. - NETWORKING BREAK

### What I've Learned - a lifetime on the front lines of Lean (via video-conference)

2:20 - 3:20 p.m. - Gatineau Salon/Room 206-208

Norman Bodek, President, PCS Press, Co-founder, Shingo Prize

Norman Bodek has a one-of-a-kind perspective on Lean. As the original publisher of the Japanese giants of Lean such as Ohno and Shingo, he was there at the beginning and in the decades since, he has seen what works and what does not. Norman will share his point of view on where Lean comes from, where it is today, and where it needs to go next.

3:20 - 4:20 p.m. - FACE-TO-FACE Gatineau Salon/Room 206-208

Meet with presenters and fellow practitioners to troubleshoot challenges and discuss specific topics in huddle sessions.

4:20 - 4:30 p.m. - WRAP-UP Gatineau Salon/Room 206/208

Craig Szeletowski - President & Founder, Lean Agility Inc., Chair Lean Government Summit