

Lean Government Summit 2012

“Getting Started”

Canadian Museum of Nature
Ottawa, Ontario
October 17-18, 2012

Benefits from this Conference:

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

Guest Speakers ▼



Dr. Deborah Nightingale
Co-Director, Lean Advancement Initiative, Massachusetts Institute of Technology (MIT)

Judith Malka
Director, Functional Services
Passport Canada

Mark Jarvis
Senior Project Officer
Immigration and Refugee Board

Mike Rohlf
Lean Enterprise Administrator
Government of the State of Iowa

Canadian governments at the federal, provincial and municipal levels are being squeezed to do more with less – faster, better, and cheaper while improving employee engagement. A number of government organizations have overcome this challenge by applying Lean.



Benefits of this Conference:

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

- Learn how Lean Government is a proven approach to create speed, increased quality, service to the public and cost savings to deliver more mandate while engaging your people.
- Learn about 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 sustain and increase momentum.

Many Departments, Agencies and Crown Corporations face:

- 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 and fix their business processes.
- Lack of clarity of "who is our customer" and sorting through which stakeholders truly need to be satisfied.
- Well-established accountability silos that discourage the improvement of end-to end business processes.
- Strategic plans that are disconnected from reality on the front lines.
- Leaders and employees who may be jaded about new "change" initiatives.

This first of its kind Canadian conference is a meeting of new as well as experienced 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.

The conference is organized into two days: a Master Workshop and a Plenary Session.

Participants can choose to attend Day 1 or Day 2, or both:

Day 1 Wednesday October 17, 2012	Pre-Conference Master Workshop: Introduction to “Lean in Government” for participants looking for a hands-on learning experience of what Lean is and how it can be implemented in their government department/agency. (limited enrolment)
AND / OR	
Day 2 Thursday October 18, 2012	Conference: Presentations and Q&A from government practitioners and experts describing their experiences and providing tested advice and practical tips on starting and sustaining a Lean journey in government. (open enrolment)

Conference Agenda:

Wednesday October 17, 2012:

Pre-Conference Lean in Government Master Workshop

(Registration is limited to maximize learning effectiveness)

Location: Rotunda

A hands-on interactive introduction to Lean Enterprise and how it applies to 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?
- 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?
- How can you get started?

Workshop Leader: Craig Szelestowski, Lean Agility Inc.

7:30 – 8:30	Registration and Continental Breakfast
8:30 – 8:45 am	Introduction
8:45 – 9:45 am	What is Lean? 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?
10:45-11:00 am	Networking Break
11:00 am-12:00 pm	Simulations , continued
12:00 pm – 1:00 pm	Lunch
1:00 pm – 2:00 pm	Building Lean Government continuous improvement, accountability and execution
2:00 pm – 3:00 pm	Engaging your people in a Lean Government transformation. Change Management, Culture, Buy-in
3:00 pm – 3:15 pm	Networking Break
3:15 pm – 4:15 pm	Lean Transformation Roadmaps and how to get started
4:15 pm – 4:30 pm	Pulling it all together

Thursday October 18, 2012:

Plenary Sessions (Open Enrolment)

Location: Barrick Salon

Co-Chairs: **Craig Szelestowski, Lean Agility Inc.**
Dr. Gregory Richards, University of Ottawa

7:30 – 8:30	Registration and Continental Breakfast
8:30 – 8:45 am	Introduction Craig Szelestowski, President, Lean Agility Inc. Dr. Gregory Richards, Professor of Performance Management, Telfer School of Business, University of Ottawa
8:45 – 9:45 am	Keynote Speaker: Lean in Government: Getting Started. Dr. Deborah Nightingale, Co-Director, Lean Advancement Initiative, Massachusetts Institute of Technology (MIT) MIT's Lean Advancement Initiative has led the way in providing a deeply-researched and proven Lean self-assessment to identify an organization's Lean starting point, as well as an Enterprise Transformation Roadmap to successfully implement Lean in public and private sector organizations. Dr. Nightingale will present these tools as well as tips to start and sustain a successful Lean implementation, many of which are referred to in her book "Beyond the Lean Revolution" (Amacon, 2011).
9:45 – 10:45 am	Applying Lean across an Entire Government Mike Rohlf (Lean Enterprise Administrator) Government of the State of Iowa The state of Iowa Executive Branch of government is implementing Lean on a scale rarely seen before in North American governments. Their results include reducing delays by up to 90%, and reducing process steps by 50% or more. Mr. Rohlf will present the approach the state government has been using for almost a decade to successfully apply Lean across its departments and agencies, sharing lessons learned applicable to broad, large-scale, Lean transformations.
10:45-11:00 am	Networking Break – sponsored by Human Resources Systems Group
11:00 am-12:00 pm	Lean Mindsets and Behaviours: The People Side of Operational Excellence Katherine Murray, Director, Organizational Development and HR Strategy, Export Development Canada (EDC) EDC is a Canadian Crown Corporation in the financial services industry that has demonstrated success in transforming into an agile, responsive and efficient customer service-oriented enterprise for the benefit of Canada and Canadian companies. EDC has accelerated and sustained its Lean transformation by aligning the process side and the people side of Lean. Katherine Murray will present EDC's lessons learned in converting their Lean strategy into tangible bottom-line results through addressing mindsets and behaviours and other people-side Lean strategies.
12:00 – 1:00 pm	Lunch - sponsored by Lean Agility Inc.

Thursday October 18, 2012: (cont.)

Plenary Sessions (Open Enrolment)

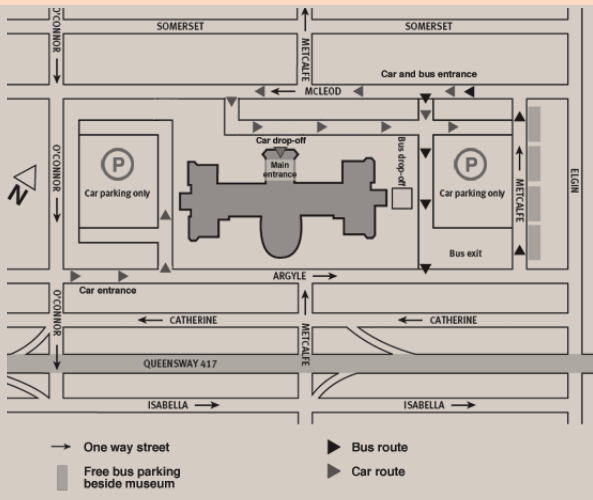
Location: Barrick Salon

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Dr. Gregory Richards, University of Ottawa

1:00 – 1:45 pm	Performance Measurement/Management and Lean Dr. Gregory Richards, Professor of Performance Management, Telfer School of Business, University of Ottawa Dr. Richards is an expert in performance measurement and management. He will share practical tips on maximizing Lean results through the alignment of performance measurement and management in the government context.
2:00 – 2:45 pm	Creating and Sustaining Lean Momentum Judith Malka, Director, Functional Services, Passport Canada Passport Canada has applied Lean to create impressive improvements in flow, speed and customer responsiveness. Judith Malka will share Passport Canada's lessons learned on how to create momentum for Lean change leading to tangible improvements in speed, efficiency and agility. She will identify practical principles to sustain this momentum and these results over a long time period in a government agency.
2:45 – 3:00 pm	Networking Break – sponsored by SAS
3:00 – 3:45 pm	Structured Lean Change Jean-René Drapeau, Director, Process Center of Expertise, Canadian Intellectual Property Office (CIPO) Larry Coté, President, Lean Advisors Inc. The Trade Mark and Patent divisions of CIPO have tackled a comprehensive Lean analysis which has resulted in exciting new processes to provide clients with better and faster service. Mr. Drapeau and Mr. Coté will share their structured change method to create sustainable Lean progress.
3:45 – 4:30 pm	Implementing Lean Visual Management and Cellular Operations Mark Jarvis, Senior Project Officer – Business Process Improvement Immigration and Refugee Board The Immigration and Refugee Board is using the principles and tools of Lean to implement changes to Refugee Protection legislation requiring dramatic reductions in lead time and improvements in quality. Mr. Jarvis will share the IRB's approach to implementing visual management and cellular operations to increase flow, speed and employee engagement.
4:30 – 4:45 pm	Pulling it all together: Craig Szelestowski and Dr. Gregory Richards

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

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



Registration:

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<p>Day 1 Wednesday October 17, 2012</p>	<p>Pre-Conference Master Workshop: Introduction to “Lean in Government” for participants looking for a hands-on learning experience of what Lean is and how it can be implemented in their government department/agency. Includes continental breakfast, lunch and two catered networking breaks. (limited enrolment)</p>	<p>\$ 895.00 + HST</p>
<p>AND / OR</p>		
<p>Day 2 Thursday October 18, 2012</p>	<p>Conference: Presentations and Q&A from government practitioners and experts describing their experiences and providing tested advice and practical tips on starting and sustaining a Lean journey in government. Includes continental breakfast, lunch and two catered networking breaks. (open enrolment)</p>	<p>\$ 595.00 +HST</p>

To register, visit www.leanagility.com
 For more information, call 613.266.4653

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