



LEAN AGILITY⁺

Lean Government Week

October 19 – 23, 2015

Ottawa, Ontario

Canadian Museum of Nature

leangovernmentweek.com

2015 Lean Government Summit

Thursday October 22, 2015

Canadian Museum of Nature, 240 McLeod Street Ottawa,
Third Floor Atrium/Gallery

7:30 - 8:30 a.m	REGISTRATION / CONTINENTAL BREAKFAST
8:30 – 8:35 a.m.m	INTRODUCTION - Craig Szelestowski, Summit Chair and President, Lean Agility Inc.
8:35 - 10:00 a.m	<p>Keynote Speaker: Ken Miller, North America's foremost Lean Government thinker and author: "We Don't Make Widgets", "Extreme Government Makeover"</p> <p>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, licenses, 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.</p>
10:00 - 10:30 a.m.	NETWORKING BREAK
10:30 - 11:30 a.m.	<p>Chris Irwin, Ministry of Transportation, Government of Ontario: How to Open the Door and Keep it Open</p> <p>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.</p>
11:00 -12:00 p.m.	<p>Shelley Whitehead – Government of Saskatchewan: Five Years of Lean: A Province's Journey</p> <p>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, five years later, it is continuing with its Lean journey. As well, learn about how public services can be transformed through Lean, Nudge and by <i>Nudging with Lean</i>.</p>
12:00 - 1:00 p.m	LUNCH



<p>1:00 - 2:00 p.m.</p>	<p>Elaine Richardson Sarah Eltanwansy – Export Development Canada: Lean Strategic Planning</p> <p>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.</p>
<p>2:00 - 3:00 p.m.</p>	<p>Misael Cabrera – Arizona Department of Environmental Quality</p> <p>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.</p>
<p>3:00 - 3:30 p.m.</p>	<p>LEAN COFFEE SCRUM - Refreshment break and Networking</p>
<p>3:30 - 4:25 p.m.</p>	<p>PANEL DISCUSSION - Q & A Session with presenters</p>
<p>4:25 - 4:30 p.m.</p>	<p>WRAP-UP - Craig Szelestowski, Summit Chair and President, Lean Agility Inc.</p>

Summit participants will receive a copy of Ken Miller’s “We Don’t Make Widgets” or “Extreme Government Makeover”. Presentations and presenters may change.



WELCOME!

On behalf of our sponsors, I would like to welcome you to this, the fourth annual Lean Government Summit. Our theme this year revolves around the life cycle of Lean. Our presenters are addressing the issues that you, as a public servant, will need to address, early on, or later in your journey as a Lean change agent.

For those of you taking your first steps in Lean:

- Ken Miller will talk about his “Widgets” paradigm and how you can convince the people around you that their work is part of a process, even if it does not appear to be high-volume and transactional;
- Chris Irwin will talk about how an individual can start and sustain a movement in a large organization

For those of you who have started to implement Lean and see results,

- Shelley Whitehead will talk about Saskatchewan’s Lean journey, five years on and give you a preview of the achievements and challenges to be expected as a transformation matures
- Misael Cabera will talk about how to change a culture
- Elaine Richardson and Sarah Eltawansy will talk about how to apply lean thinking to strategic planning and deployment to identify and execute the most critical activities to obtain maximum return on effort.

For everyone:

- a Lean discussion forum to chat with other participants about their experiences and to develop long-lasting productive relationships
- a panel of our presenters who take your questions and provide multiple points of view.

Please take advantage of our breaks and lunchtime to visit our sponsors who share our passion in supporting you in your Lean journey.

We take continuous improvement seriously, so please give us feedback on this event, and don’t forget to tell us who you would like to see next year. It is incredibly enjoyable to watch our community grow and to do our part to plant more seeds see Lean transformation grow in the public service. Enjoy the day, take good notes, ask good questions-- and then go out and make a difference!

Craig Szelestowski
Lean Government Week Summit Chair

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