



December 2013

## Governor's Awards Recognize Teams Driving Improvement in State Government

On Tuesday, December 10, the latest recipients of the Governor's Continuous Improvement Awards were unveiled. The competition was fierce, with nominations coming in for 28 different projects across state government. Ultimately, six teams were selected, made up of 78 different employees from 15 state agencies.

The Governor's Continuous Improvement Awards have been awarded each year since 2010, and aim to recognize and celebrate both individual and organizational achievements that are improving state government services. The awards are hosted and coordinated by the state's Enterprise Lean office, in partnership with the State of Minnesota's Lean Steering Team and the Governor's Office.

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### Lean Case Study

Want to see a great example of how Lean is being used in Government? Check out [The Next Frontier: Lean Government](#).

This year, teams from the Departments of Administration, Revenue, Natural Resources, Human Services, Corrections, and Health were selected for a diverse set of achievements and improvements. The Revenue and Human Services teams were recognized for specific continuous improvement projects that streamlined processes and improved service quality for their customers. The Natural Resources and Health teams were celebrated for the development of new technologies that enable more effective customer interactions and better outcomes. And the Administration and Corrections teams were honored for excellence in assessing a problem or gap and deploying ambitious, effective measures to close the gap and address identified problems.



*The winners of the 2013 Governor's Continuous Improvement Awards are pictured with Governor Dayton. Click on the image above to see the [full photo gallery](#) from the awards reception and learn more about each of the teams.*

Across the board, each of these projects and teams are shining examples of the mission of continuous improvement and the types of results it strives to create. Furthermore, while only six teams could be selected for the awards, all 28 nominated teams are worthy of recognition and should be commended for the work they've done increasing effectiveness, productivity, and quality across Minnesota government.

Read more about the Governor's Continuous Improvement Awards and learn all about the achievements of the 2013 winners in [the full announcement](#).

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## Agency Spotlight: Pollution Control Agency's Continuous Improvement Efforts Highlighted at Citizen Board's Symposium

When the Minnesota Pollution Control Agency's (MPCA) Citizens' Board came together for its December meeting, the primary topic of interest for the day was continuous improvement (CI). More specifically, the main agenda item and focus of the board's December 17 meeting was the convening of the agency's second ever "Continuous Improvement Symposium."

The symposium's purpose was to present and highlight some of MPCA's most noteworthy CI projects and successes to the members of the Citizens' Board. Fourteen projects were featured, including website and mobile app design work for the Air Quality Index, the latest implementation plan for reviewing older – and often costlier – petroleum leak sites, and many more.

Beyond that, MPCA's division directors discussed seven of the agency's 35 improvement projects that took place over the course of the last year, and provided an update on MPCA's refreshed CI training for agency leadership – the first training on the topic of CI to occur for many of the agency's leaders in nearly 10 years.

The MPCA Citizens' Board is made up of the agency's commissioner along with eight members of the public who are appointed by the governor and confirmed by the state senate to four-year staggered terms. The board considers and makes decisions on varied and complex pollution problems across Minnesota.

### Upcoming Events

Jan. 9, Lean User Group, [RSVP](#)

Jan. 13, Lean 101, Full ([Waitlist](#))

Jan. 14-15, Facilitator Training, [Register](#)

Feb. 11, Lean 101, Full ([Waitlist](#))

Feb. 12-13, Facilitator Training, [Register](#)

March 18, Lean 101, [Register](#)

March 19-20, Facilitator Training, [Register](#)

April 8, Lean 101, [Register](#)

April 9-10, Facilitator Training, [Register](#)

View all Lean events at [www.lean.state.mn.us/calendar](http://www.lean.state.mn.us/calendar)

Register for trainings on our [mnlean.eventbrite.com](http://mnlean.eventbrite.com).



*Division directors from the Minnesota Pollution Control Agency present continuous improvement projects and successes to the agency's Citizens' Board at the second MPCA Continuous Improvement Symposium.*

In December of 2012, the Citizens' Board participated in the first ever CI Symposium. At that inaugural outing, MPCA CI Director Cathy Moeger provided an overview of MPCA's CI journey, and the agency's seven division directors each presented the results of a featured project. Following the meeting, board members were invited to view poster displays on other significant improvement projects not discussed in the presentation, while staff members of the project teams were available to discuss their project and results as board members visited each display.

The tradition that MPCA has put into place with the first two Citizens' Board CI Symposiums reflects the strong commitment the agency has made to CI and the positive outcomes the agency is driving as a result.

More information about the MPCA CI Symposium, including the meeting agenda, copies of the poster displays, and a webcast of the full meeting and symposium are available on [MPCA's website](#).

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