



September 2014

Nominations Now Open for 2014 Continuous Improvement Awards

The Minnesota Office of Continuous Improvement is pleased to announce the opening of the **2014 Governor's Continuous Improvement Awards**. Each year these awards recognize outstanding achievements within state government, spotlighting efforts that have improved quality of service, decreased costs, and made continuous improvement an increasing part of the culture of state government.

All state employees are encouraged to nominate individuals or teams whose achievements in improving government are worthy of recognition. Nominations are open now through September 30. For this year's awards, nominations can be submitted electronically using an [online nomination form](#).

Each nomination will be reviewed and approved by leadership from the submitting state agency. From there, the [Continuous Improvement Steering Team](#) will review the nominations and select finalists, with final winners selected by the Governor's Office. Award recipients will be notified between late November and early December, and the award presentation will be held on December 9, 2014.

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U.S. Governors Support CI

The National Governor's Association (NGA) recently introduced a new initiative, [Delivering Results](#), which includes a goal to leverage CI in improving state government performance.



Governor Dayton greets award recipients at a reception for the 2013 Governor's CI Awards.

The judging criteria for the awards are as follows:

- Measurable, quantifiably improved outcomes
- Increased efficiencies: saving time or money
- Increased quality, compliance, or customer service
- High levels of employee involvement and engagement in the improvement efforts.

Complete information about the Governor's CI Awards, plus the online nomination form, can be accessed [from our website](#). Get started and submit your nomination today!

Minnesota CI Efforts in the Spotlight at National Meeting of State Legislative Leaders

In late August, the [National Conference of State Legislatures \(NCSL\)](#) came to Minneapolis for its [annual Legislative Summit](#). For 40 years, the NCSL Legislative Summit has been America's largest gathering of legislators and legislative staff. This year's summit, taking place from August 19 to 22, again gave legislative leaders from around the country an opportunity to come together to discuss pressing issues and tackle common problems.

Among the summit's many presentations and panel discussions was a session focused on Minnesota's continuous improvement (CI) efforts. Titled "Continuous Improvement: Enhancing Government Performance in Minnesota," the session examined Minnesota's successes in bringing CI to state government, and what other states could do to follow Minnesota's lead. The session featured the Commissioner of the Minnesota Department of Administration, Spencer Cronk, Minnesota's Director of Continuous Improvement, Mary Jo Caldwell, State Senator Terri Bonoff, and one of the State's key CI partners, Neal Simon from General Mills.



At left is the theme of the 2014 NCSL Legislative Summit, "1,000 Ideas from the Land of 10,000 Lakes. At right, Admin Commissioner Spencer Cronk, Mary Jo Caldwell, Neal Simon and Senator Terri Bonoff take a question from an attendee during their NCSL presentation on CI in Minnesota.

All told, the session provided a great opportunity to reflect on Minnesota's CI journey thus far, share insights and best practices learned along the way, and generate discussion on what lies ahead for the use of CI to improve government performance.

Get a closer look at the 2014 NCSL Legislative Summit via [the video roundup of the summit](#) and learn more about the NCSL and its bipartisan mission to support the success of all state legislators and their staff at [ncsl.org](#).

Don't Miss September's Continuous Improvement User Group

Thank you to everyone who attended last month's Continuous Improvement (CI) User Group. It was the most well-attended meeting yet, and we hope to keep that momentum going next week when the CI User Group reconvenes for its latest session on Tuesday, September 16, from 2:30 to 4 p.m. in the Ladyslipper Room of the Centennial Office Building.

Here's a sneak peek of the agenda:

- **Usability Testing for Measurement and Reporting**, presented by Melissa Donndelinger and Bridget Anderson from the Minnesota Department of Revenue
- **Communicating and Sharing Your CI Successes**, presented by Sherryl Livingston and Andy Wakefield from the Minnesota Pollution Control Agency's Organizational Improvement Unit.

If you're planning to join us, be sure to [RSVP for the session](#). Meanwhile, learn more about the sessions and stay tuned for future session announcements on the [User Group page](#) of our website.

Upcoming Events

Sept. 11, Leading CI Projects, [Register](#) *3 open seats*

Sept. 16, CI User Group, [RSVP](#)

Oct. 6, Lean 101, [Register](#)

Oct. 7-8, Kaizen Facilitator Training, [Register](#) *7 open seats*

Nov. 3, Lean 101, [Register](#)

Nov. 3, Effective Problem Solving, Full ([Waitlist](#))

Nov. 4, Leading CI Projects, [Register](#)

Dec. 2, Lean 101, [Register](#)

Dec. 3-4, Kaizen Facilitator Training, [Register](#)

View all Lean events at mn.gov/CI

Register for trainings on [our Eventbrite page](#).