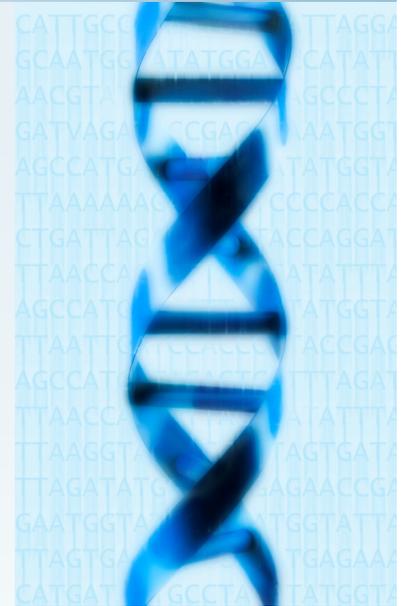




May 2011



e-LEAN update

Governor Dayton reaffirms Minnesota's commitment to continuous process improvement

In a memo to all state agency commissioners, Governor Mark Dayton has reaffirmed his administration's commitment to Lean and continuous process improvement and has encouraged his agency leadership to take an active and visible role in supporting the growth and sustainment of the effort.

In the memo, Governor Dayton states, "My goal is to make continuous improvement part of the 'DNA' of Minnesota state government."

To help move this forward, the Governor has asked members of his staff to put the following actions into motion:

- Plan and conduct an Executive Lean Leadership conference to educate and inform senior leaders about their role in creating an environment that nurtures innovation and continuous improvement.
- Devote time at each cabinet meeting to report back on continuous improvement efforts, lessons and results.
- Develop and sponsor a Governor's Award for Excellence in Continuous Improvement.
- Reach out to process partners in local units of government to encourage their participation in continuous improvement efforts.
- With the cooperation of General Mills' Chief Executive Officer Ken Powell, reach out to other well-respected companies to support and inform the State's efforts.

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"My goal is to make continuous improvement part of the 'DNA' of Minnesota state government."

-Governor Dayton

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Are you Lean?

More than 3,000 people have participated in Lean activities — how about you? Visit the [Lean website](http://www.lean.state.mn.us), www.lean.state.mn.us, for opportunities to get involved in Lean efforts at your agency!

Governor Dayton *(continued from page 1)*

In closing the memo, Governor Dayton states, “Developing a culture of continuous improvement will not happen overnight. We all need to lead by example and work to make state government work better for Minnesota.”

Transition Support Systems Testing Kaizen Event, Dept. of Human Services



The Department of Human Services conducted a Kaizen event April 4-7 to examine the agency’s Transition Support Systems Testing Process. The goals of the Kaizen event were to clearly document the testing process, eliminate unnecessary duplication and testing, and detect quality issues as early in the process as possible, all while maintaining high quality standards.

The Kaizen team created a new process that will reduce process time by 46 percent and wait time by 50 percent. Other benefits of the new process include moving fixes to Production more quickly, reducing staff stress, and centralizing information.

With support, cooperation and accountability from staff and supervisors, the Kaizen team plans to implement the new process by June 1. They will measure the success of the new process by monitoring testing process times, help desk and customer feedback, and staff feedback.

April Kaizen Facilitator Training

Twenty-seven participants, representing 10 different Minnesota organizations and the State of Tennessee, completed Kaizen Facilitator Training April 27-28.

The training prepared participants to facilitate Kaizen events and lead Lean transformation in their own organizations and statewide.

Lean Training and Kaizen Event Dates

See [LEAN Online](http://www.lean.state.mn.us), www.lean.state.mn.us, for current training and events:

May 17, 18, 25, 26, Minneapolis Community & Technical College Kaizen Event

May 31-June 3, Dept. of Health Kaizen Event; Dept. of Revenue Kaizen Event

June 6-9, Dept. of Transportation Kaizen Event

June 14, Lean 101 Training, **Registration now open**

June 15-16, Kaizen Facilitator Training, **Registration now open**