



STATE OF WASHINGTON
— OFFICE OF GOVERNOR JAY INSLEE —

Greetings from the Governor

October 26 - November 4, 2021

It is my pleasure to welcome you to the 10th annual Washington State Government Lean Transformation Conference.

This conference continues to be the largest of its kind in the country and is an outstanding example of Washington's commitment to continuous improvement. It's an opportunity for each of us to learn, reflect and discover new ways that our state government can deliver better results for Washingtonians.

This year's theme, *Elevate, Encourage, Engage, Empower: A Decade of Continuous Improvement Together*, reminds us how important it is to share ideas and create solutions to problems arising from quickly changing conditions. Lean and other continuous improvement principles help us to pivot regardless of the challenges we face. As I reflect on the past 10 years, I am confident in our ability to continue to seize opportunities in front of us, meet adversity with action, and lift each other up.

Results Washington has brought together top-tier experts from across the country, from both the private sector and state government. We are so fortunate to have them join us and strengthen our capacity as state government to improve the lives of all Washingtonians.

Lean principles support state employees and our partners in creative, fact-based problem-solving. Lean helps us continuously ask how we can better serve Washingtonians, as well as how we can work better together – within and outside of state government. It helps us always think first about our customers, their needs and their experiences with our products and services.

Last year the Results Washington team was tasked with taking this conference virtual, after hosting eight in-person conferences. Changing with the current realities, they had to deliver this conference in a virtual format.

The results speak for themselves:

- 3,774 people attended the virtual event – more than any past conference
- 92% of people would attend in the future, an increase of 11% over the previous year and,
- 100% of the presenters were interested in participating in future conferences

I invite you to take full advantage of this online opportunity to learn, reflect, and discover with your coworkers. We look forward to hearing about your innovations and how you're delivering better results for all Washingtonians.

On behalf of those we serve, thank you for your commitment to continuous improvement.

Very truly yours,

Jay Inslee
Governor