

# THE BLAST

## ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 6 | April 2023



### WHAT YOU MISSED

At our April CoP meeting, **Tammi Leclerc** and **Brian Mark** with WaTech shared a fun and effective way to assess and use data for future improvements, while **Byron Mukai** with ESD shared an impactful project loaded with change, and innovative inspiration. See the recapped stories on page 2!

### LOOKING AHEAD

Mark your calendars and take a look on page 2 at what we have in store for our May CoP meeting!

### QUESTIONS?

For questions on The Blast or the CoP, contact:

**Talia Mazzara**, Results WA Senior Performance Advisor

**Theresa Dew**, Results WA Senior Performance Advisor

### Success Stories Coming Soon!

One of Results Washington's strategic priorities is to expand and deepen the state's continuous improvement (CI) culture so agencies may best deliver services to Washingtonians, and we are excited to share our new objectives to accomplish this. We currently highlight agency innovation and shared learning through project shares and successes in our monthly CoP and at our annual Lean Transformation Conference, and we'll continue to do so through Success Stories and Reflection Series!

- **Success Stories** will highlight agencies' CI efforts, including their opportunity for improvement, goals, outcomes and project successes
- **Reflection Series** will highlight the subject matter experts of a project as they reflect on the lessons they learned throughout their experience

In May, we will share what these new processes will look like and how you can become a part of success story highlights for Washington state agencies!

## Topic Teaching: Let's Game the Data

Tammi Leclerc and Brian Mark with Washington Technology Solutions (WaTech) gave a great overview on assessing data through a gamification method, for the purpose of implementing innovative improvements within an organization. They talked about the connection between controls and innovation and shared how assessing the four main levers of control will help ensure alignment of an organization's data and performance systems with its business strategy. These levers of control are Belief Systems, Boundary Systems, Interactive Control Systems, and Diagnostic Control Systems.

[Click here](#) to see the presentation!



*"How heavy or loosely you build and design your controls can have a **direct impact** on innovation within your organization."*

*-Brian Mark*

Visit our [CoP Mural](#) to add your name and skills/areas of expertise to our CoP Skillset Matrix! And while you're at it, throw your favorite Lean tool on the board too! There's a section specifically for it.

### COMING UP NEXT

[Join us](#) next month as we dive into The Voice of the Customer.

May 16th, 2023  
10:30am – 12:00pm

Topic Teaching & Project Share:

What do our customers want?  
How to figure it out and gather the voice of the customer

Presenter:  
Megan Oczkewicz

## Project Share: An ESD Game Changer

In this month's CoP, Byron Mukai with the Employment Security Department (ESD) shared about a recent project where the agency transitioned to a new data system for the Worksource offices. He explained how they experienced and overcame self-limiting barriers by using multiple methodologies such as a hybrid Agile approach, Prosci ADKAR Change Management and Outward Mindset. They went from non-operational dashboards to optimal-use dashboards and even won the Governor's Extra Mile Award!

You can find the materials to this month's meetings on our [CoP page](#)!