

THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 10 | AUGUST 2023



Our CoP schedule has been updated!

Can we just take a moment to breathe and say **THANK YOU** to all the AMAZING presenters and active participants we've had since our launch in November?

(Insert inhale/exhale here)

***** THANK YOU!! *****

Our community is truly something to be proud of, and we are grateful to share this continuous improvement space with you!

We are excited to announce that we have updated our Lean & CI CoP schedule for the beginning of 2024 and are booked out until May with some great sessions ahead. You can view our updated schedule [here!](#)

If you are interested in presenting a Lean/continuous improvement topic teaching or project share at our CoP in 2024, complete this [form](#) to send us your information and we will reach out to you to begin the conversation!

WHAT YOU MISSED

At our August CoP meeting, we were grateful to have **Anita Maguire** with the **Department of Social and Health Services (DSHS)** share a few tools around value add and non-value add activities, and **Ryan Leisinger** shared about a recent project at the **Department of Health (DOH)** that helped to consolidate numerous data systems into one. 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 September 19th 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

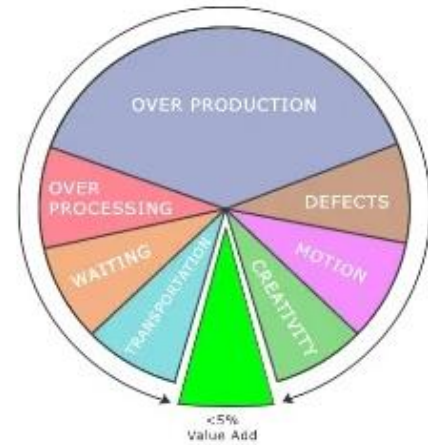


Lean Basics Learning for Any Meeting: Types of Work

For our topic teaching, **Anita Maguire** with **DSHS** shared a few different methods in Miro, designed to lead our teams in helping determine the “value-added, non-value-added, and non-value-added but necessary” work activities we see in our processes.

She walked us through creative ways to use the platform to identify and then categorize the differences, and also shared a wonderful Miro board with the group to demonstrate the many uses and various activities one can use to do Lean virtually.

“Typically less than 5% of activities are value adding.”



“The most dangerous kind of waste is the waste we do not recognize.”

~ Shigeo Shingo
(leading expert on the Toyota Production System)

Results Washington wants to highlight your victories and hard work!

Visit our CoP page and submit your agencies' Success Story [here!](#)

COMING UP NEXT

Join us next month as we dive into creative problem-solving:

September 19, 2023

10:30 a.m. – 12:00 p.m.

Topic Teaching and Activity:

Using "Both/And" Thinking to Solve Wicked Problems

Presenter:

Jessie Cronin | Department of Enterprise Services

Eliminating Data Waste: Master Person Index Project

For this month's project share, **Ryan Leisinger** with **DOH** shared a recent project that helped to address the issues that arise from having numerous client data systems and no centralized index to coordinate the client information across the different systems.

Working with the goal of reducing data duplication and increasing stability and data accuracy, the Master Person Index was created to serve as that centralized index. As a result of this project and major process improvement, numerous systems have been consolidated into one intuitive system that can merge records, deduplicate records and pull reports as needed.

