

Presentation to

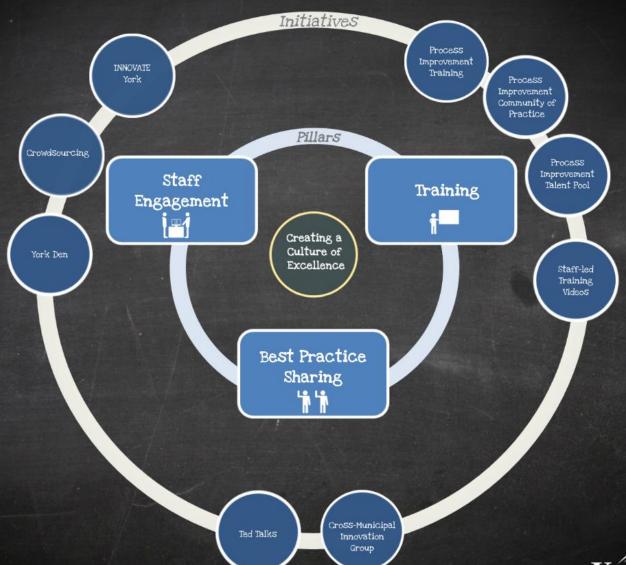
Washington State Government Lean Transformation Conference

Ted Burley

October 18-19, 2016



Continuous Improvement



York Region

Continuous Improvement Program Overview

- 1 Cross-Department Steering Group
 - 3 Pillars
 - 1 Two-Year Workplan
- 10 Initiatives

Initiatives Process Improvement Training Process Improvement Community of Practice Pillars Process Improvement Talent Pool Training Creating a Culture of Excellence Staff-led Training Videos

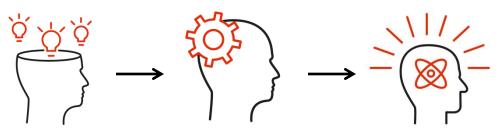


Process Improvement Training Overview

7-Course Program

New Tools

Front-line / Management Mix



- Classes too long!
- Need for one-on-one support
- Pressure to complete assignments

70-20-10 Learning Approach

Certificate **Talent** Community **Pool Program** of Practice

In-Class Learning

Social Learning

Experiential Learning

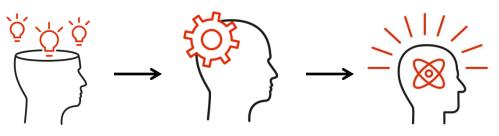


Process Improvement Community of Practice Overview

Bi-monthly Meetings

Building Skill and Confidence

Shared Facilitation



- Powerful network
- Sustaining participation
- Finding volunteers

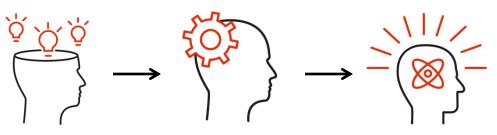


Process Improvement Talent Pool Overview

Real Business Challenges

Co-facilitated

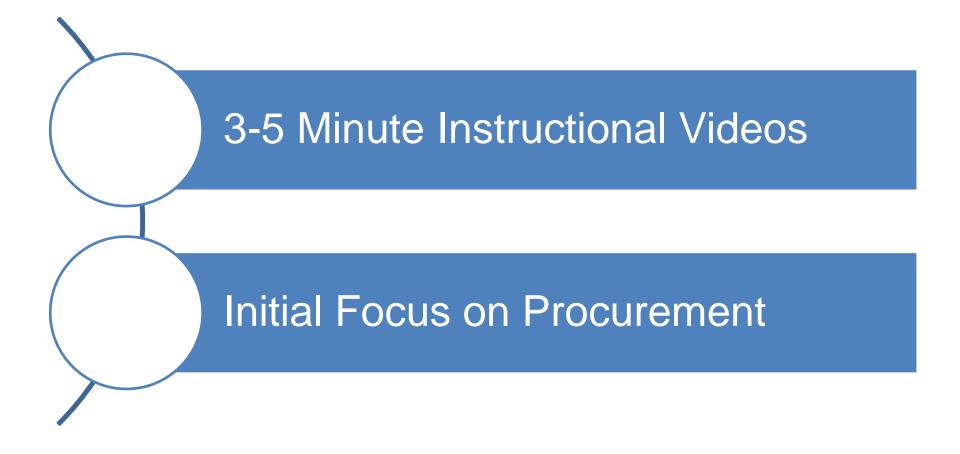
Resource for Departments



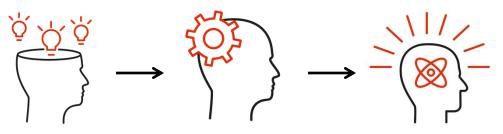
- Will take time
- Need to improve our tracking



Staff-led Training Videos Overview







- Lots of interest
- Lots of effort involved!
- Part of performance plans

Best Practice Sharing

Ted Talks

Cross-Municipal Innovation Group

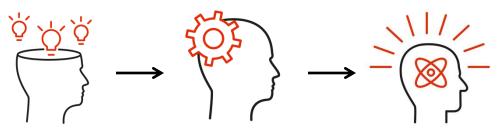


Cross-Municipal Innovation Group Overview

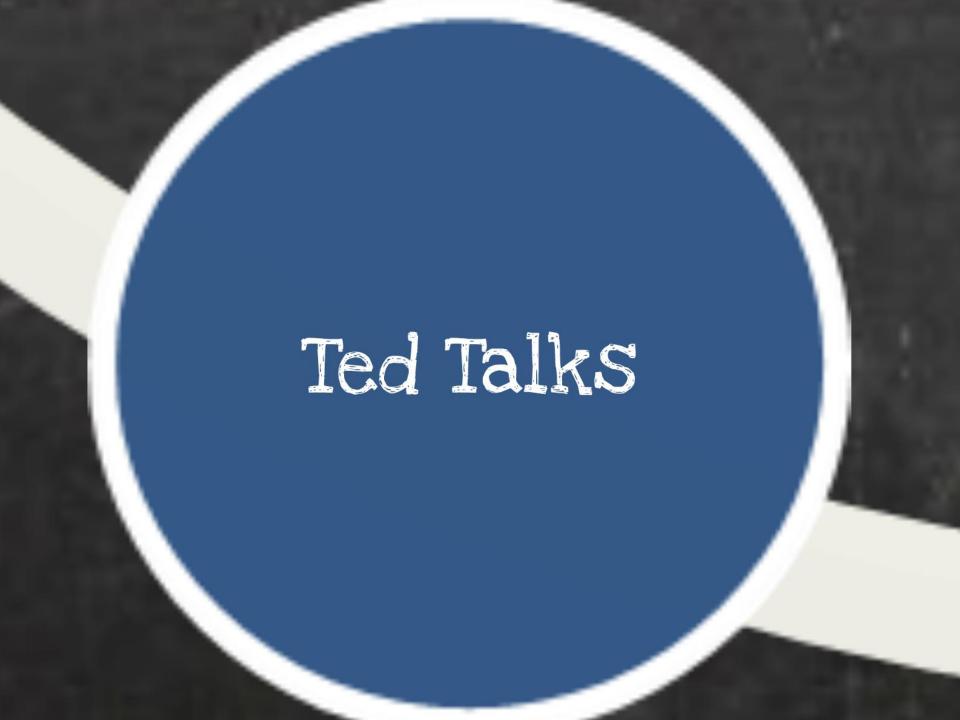
Greater Toronto Area (GTA) and Local Municipalities

Quarterly Meetings

Networking, Best Practices, Purchasing Power



- Much to be gained
- Just ask!
- Lots of coordination
- Sharing the work



Ted Talks Overview

Innovation Videos

Quick Reference Library

Housed on Internal Portal



- Keeping it up-to-date!
- Top-of-mind

Initiatives

INNOVATE York

CrowdSourcing

Staff Engagement

York Den

Pillars

Creating a Culture of Excellence



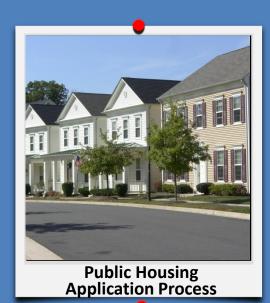
York Den Overview

50 Staff 28 Ideas Tangible Outcomes!

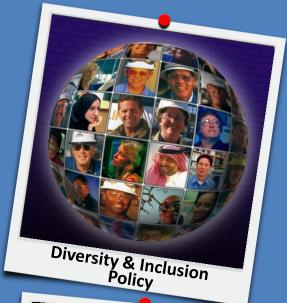
Some Ideas From York Den







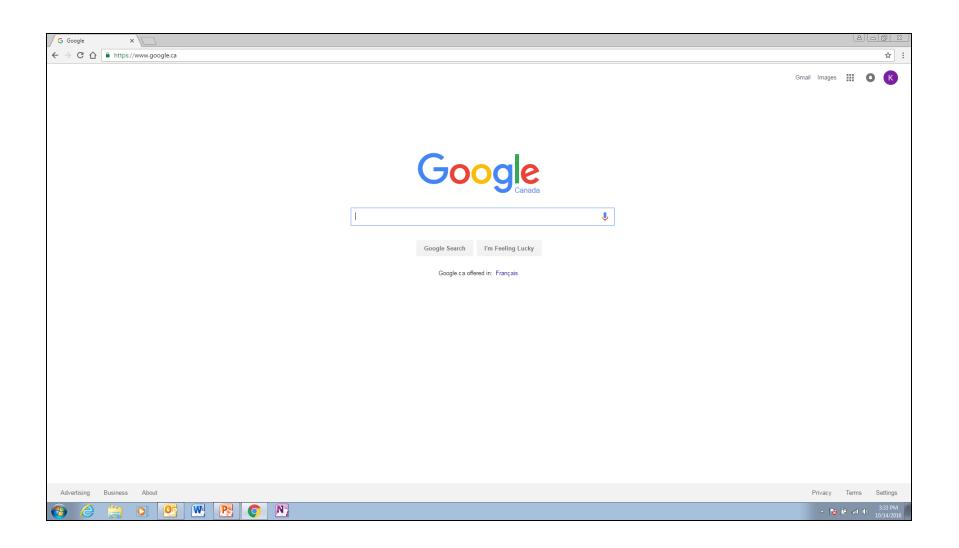


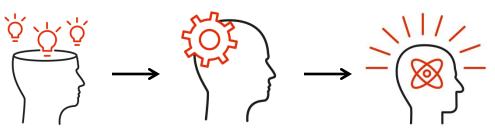






Virtual Tours





- A good fit
- Planning and coordination
- Volume
- Greater consultation
- Momentum

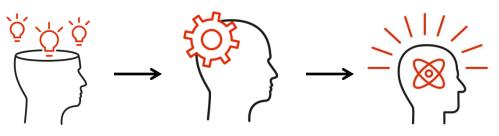


CrowdSourcing Overview

7-month Pilot

Follow-up to 2015 Employee Survey

250 Ideas, 1,100 Comments, 25,000 Votes



- Pilot Approach
- Limited Customization
- Reports and Data Exports
- Anonymity



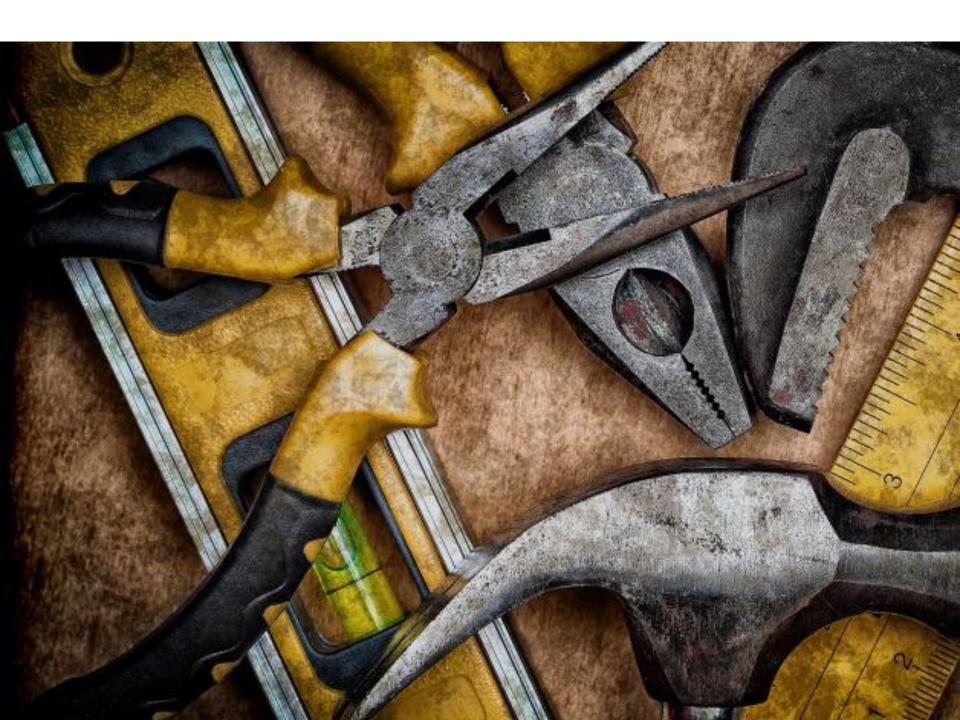
INNOVATE York Overview

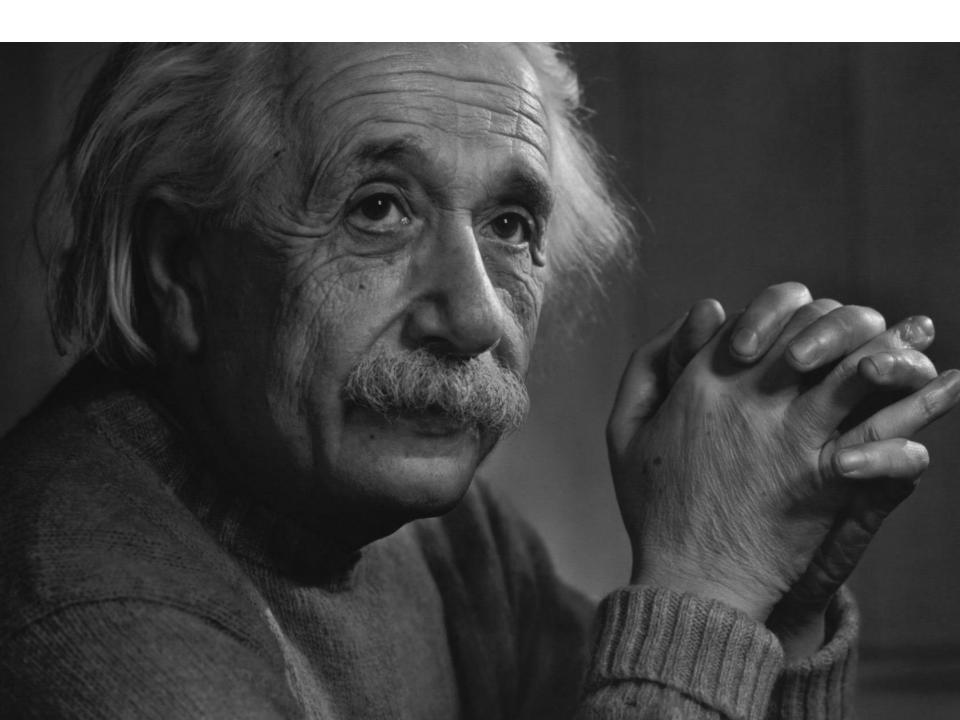
Training Community of Practice **Innovation Sessions**

INNOVATION KEEP IT SIMPLE!











LEADERSHIP
TEAMWORK
CY COMMUNICATION



NNOVATION









INNOVATION in BOX

STEP 1



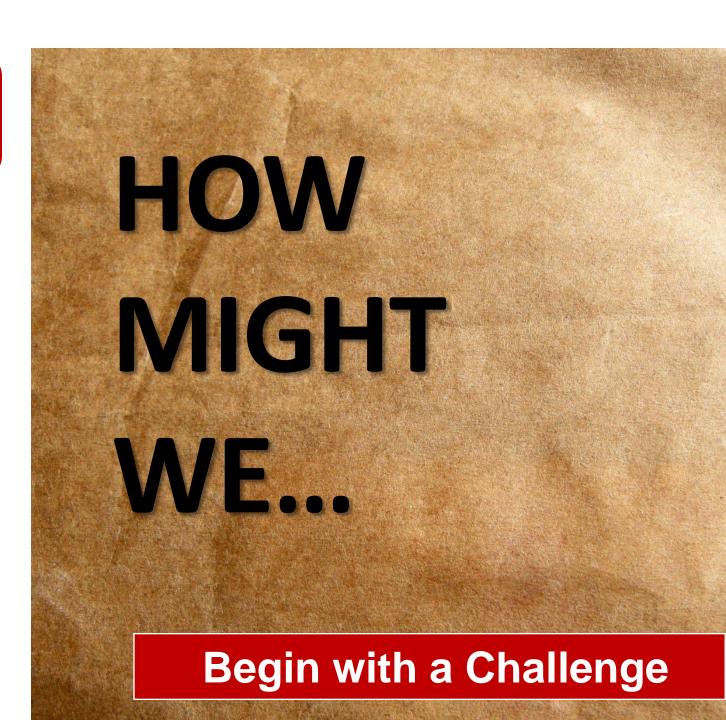
STEP 2



STEP 3



STEP 4



STEP 1



STEP 2



STEP 3



STEP 4



STEP 1 **BEST** 1 IDEA Idea Idea Idea STEP 2 Idea 3 IDEAS Idea Idea Idea GOOD Idea STEP 3 LOTS OF IDEAS Idea Idea Idea Idea Idea Idea Idea Idea STEP 4

Identify Best Ideas

STEP 1



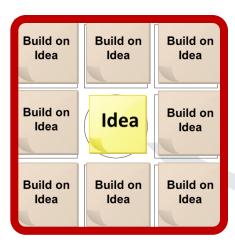
STEP 2

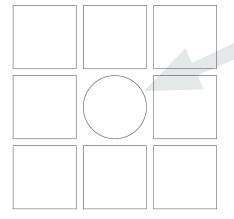


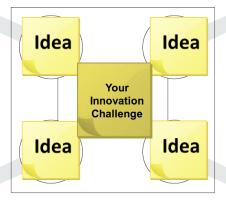
STEP 3

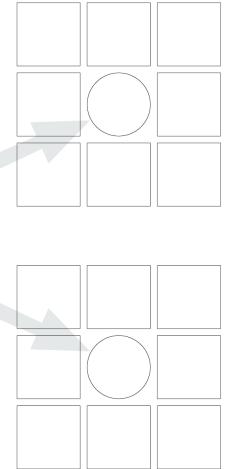


STEP 4







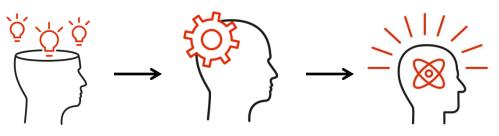


Turn Ideas into Solutions









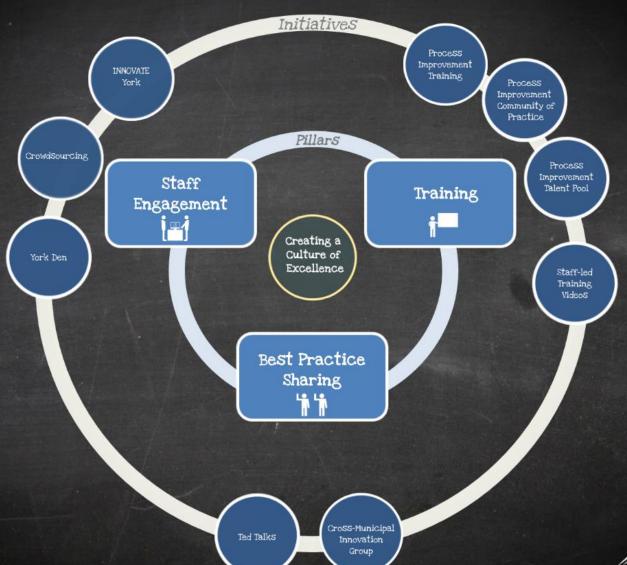
Lessons Learned

- "If you build it, they will come!"
- Community Engagement
- Facilitation Skills
- Evaluation

Creating a Culture of Excellence

Excellence Certification

Continuous Improvement





Questions

