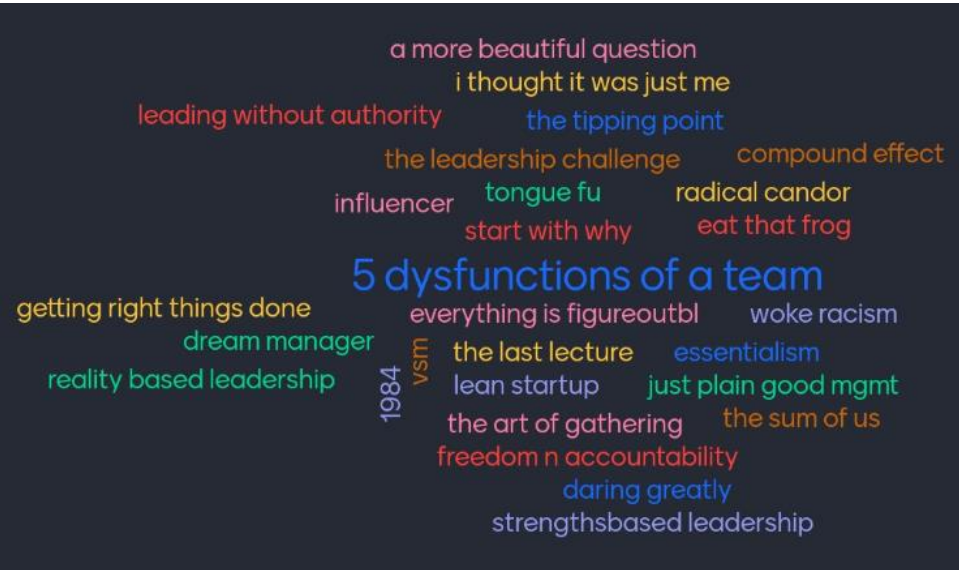


THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 9 | JULY 2023



A Little Menti Fun!

During our last meeting, we conducted a Mentimeter activity, and the question was, **“What book would benefit your team if you read it together?”**

We received such great recommendations, we wanted to capture the responses shown above and share them with our CoP community.

Happy Reading!!

Our CoP Returns to All Virtual!

In the spirit of Lean and Continuous Improvement, we tried hybrid meetings for the last two months and did not see the demand we were hoping for, so we’re going back to **all virtual** meetings. We’ll see you next month in Zoom!

WHAT YOU MISSED

At our July CoP meeting, **Aaron Howard** and **Cassi Villegas** shared about a recent project highlighting the enterprise performance management partnership between **Mass Ingenuity** and the **Department of Social and Health Social Services’ Division of Vocational Rehabilitation**. 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 August 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

The Case for Change: Transforming the Organization through Enterprise Performance Management

For this month's project share, **Cassi Villegas** with the **Division of Vocational Rehabilitation (DVR)** shared on their partnership with Mass Ingenuity to implement a new enterprise performance management (EPM) system as well as a fundamentals map to define daily operational core processes. Their goal is to become a data-driven, learning organization that ultimately leads to better outcomes for their customers. The benefits of their EPM include:

- Quickly identifying areas for improvement
- Leveraging technology to become flexible and adaptable
- Increasing employee engagement while being transparent

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



"Without data, all we have is an opinion."

~ Edward Deming

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 Lean Basics and Data Waste Elimination.

August 15, 2023

10:30 a.m. – 12:00 p.m.

Topic Teaching :

Lean Basics Learning for Any Meeting – "Types of Work"

Presenter:

Anita Maguire | DSHS

Project Share:

Eliminating Data Waste – Master Person Index Project

Presenter:

Ryan Leisinger | DOH

Learning EPM Tools and Best Practices

For our topic teaching, **Aaron Howard**, President and Founder of **Mass Ingenuity**, shared tools and best practices to consider when creating an EPM system, which includes establishing a fundamental map to tie strategy to execution and performance software to provide easy access to data-driven insights for decision-making and problem-solving. An EPM system that is both customer focused and employee driven can drive huge cultural transformations within an organization. An EPM has 4 main components:

1. Fundamentals to eliminate waste in the routine work
2. Breakthroughs to effectively manage the initiatives
3. Problem-solving to identify and eliminate root causes
4. Scoreboards and business reviews to survey primary constraints to goals

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