

LEAN CONFERENCE FAQs

How do I register?

You will need to sign up for each session individually. We've recorded a [short video](#) for helpful tips about registration. If you've never used Zoom before, you can follow the prompts on screen to get set up. The basic steps are:

- Visit our website to select which sessions you want to attend
- Register for EACH session you'd like to attend
- When you get the confirmation email, ADD the Zoom appointment to your calendar
- Save your confirmation email in case you need to cancel in the future

Please visit the [program](#) and [schedule](#), an [session descriptions](#).

How many people can attend?

Registration is first-come, first-serve for spots in each of the webinars. We are delivering the conference via Zoom Webinar and each session has a maximum of 3,000 attendees.

What is the password for my session?

Lean2020

I'm having trouble with Zoom – what do I do?

We suggest you visit the [Zoom Help Center](#) for all troubleshooting support. Use [this link](#) to learn about how to join a Zoom Webinar.

How do I request accommodations?

During registration, there is an option to let us know you have accessibility needs. Once you've registered, a Results Washington team member will follow up with you directly. We will provide live captioning for all sessions and ASL interpretation as needed.

How do I cancel my registration?

Your registration confirmation will include instructions on how to cancel at the bottom of the email. In addition, if you received any reminder email from Zoom the same instructions will be at the bottom of the email. If you have deleted these emails or otherwise can't find them you can email us at results@gov.wa.gov and we will cancel the registration for you. In this case please provide the following:

- Name you registered under
- Email you registered under
- A list of webinars you want to cancel

Note: Cancelling the webinar on zoom won't update your calendar. The event will remain on your calendar until you manually remove it.

Is there a cost to attend?

Admission is still free. In past years we asked attendees to bring a canned food item for donation. This year you have the opportunity if you choose to give back through the [Combined Fund Drive](#), either via the general fund or your favorite member charity.

Will the sessions be recorded for future viewing?

Yes! The content will be posted to our website following each live session.

What do I need to attend the virtual conference?

You need a good internet connection, your device or computer, and a valid registration. You will receive a confirmation email with login details after registration.

What type of content will be available?

The conference will feature over twenty sessions that target a variety of different skill levels – there will be something for everyone.

Highlights include:

- Opening remarks by Gov. Jay Inslee and Results Washington Director, Christy Bezanson
- Two keynote addresses by Vann Smiley (Executive Director of One Washington) and Karen Martin (Lean expert, author, and President of TKMG Inc)
- Breakout sessions presented by public and private-sector Lean and continuous improvement expert partners

How will this virtual conference look?

We'll deliver a fully virtual conference via Zoom. Rather than being a two-day in-person conference, this year's event will be held over several days between October 20 and 29. There will be about four live sessions on each of the six days which allows you to customize your learning by signing up for your preferred sessions that fit with your schedule.

Can I ask questions at the virtual conference?

Many of the sessions will have live Q&A or an activated chat feature for you to interact with the presenters and Results Washington team members.

I've volunteered at past conferences, can I volunteer this year?

At this time, we are not asking for volunteers.

Are there sponsorship opportunities?

We are not offering sponsorship opportunities this year, but check back for future years.

Who do I contact for other questions?

If you have any questions, please email us at results@gov.wa.gov.