



LEAN EQUITY

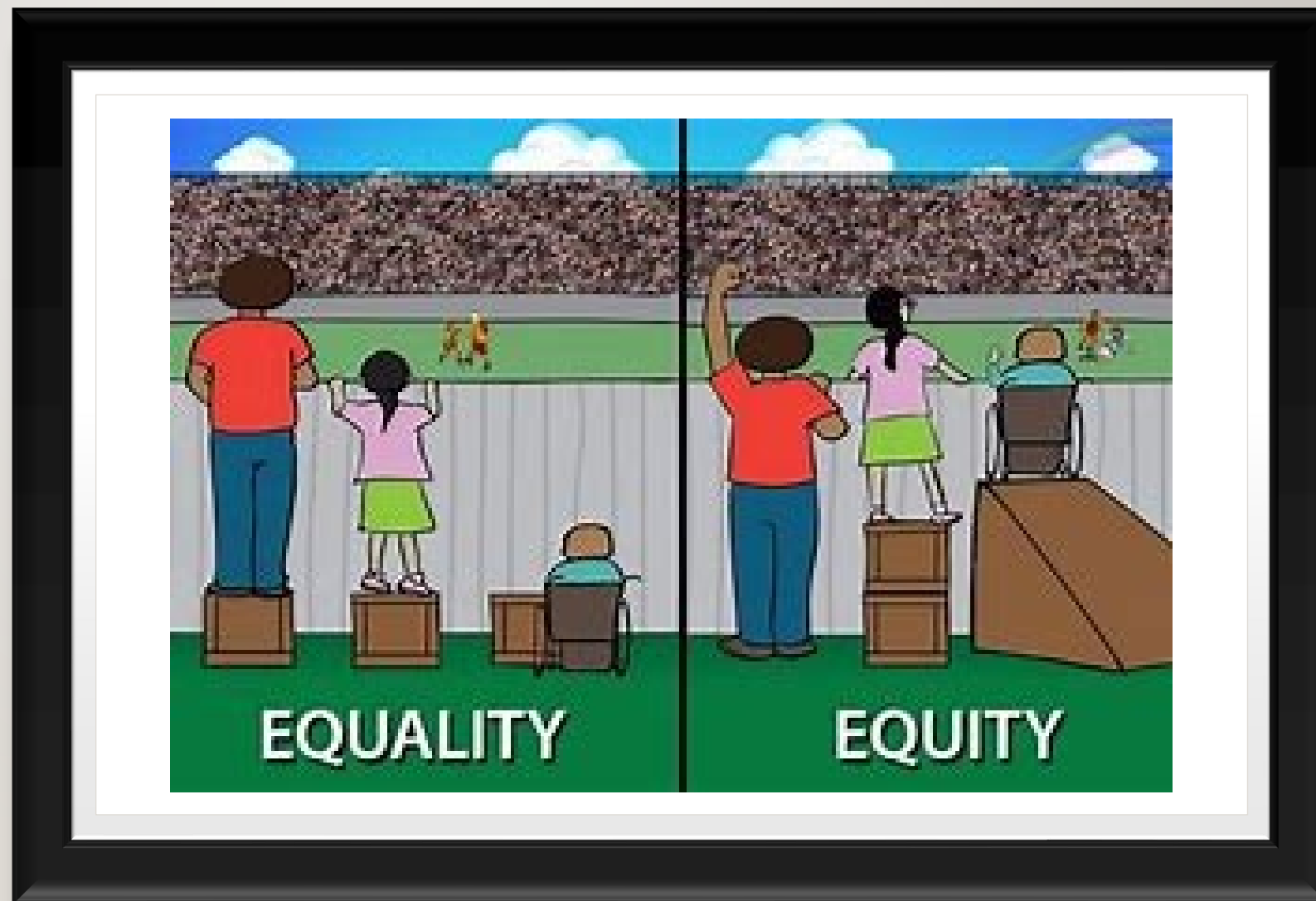
DOING PROCESS IMPROVEMENT WORK WITH AN EQUITY LENS



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- This is a high-level overview of complex subjects
 - The goal is to show interconnectedness between work, but this does not mean they are the same or that one could replace the other
 - You should leave with more questions than answers

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WHAT IS EQUITY?



HOW DOES EQUITY APPLY TO OUR WORK IN STATE GOVERNMENT —A LOGIC MODEL

Government services exist to serve ALL people within a specific land designation (i.e., our state)



We know, through various data sets and in surveying the state of our state, that not all people in the state receive equal access to our services



The only way a government organization can achieve success is to close the gaps for those without access or receiving disparate levels of service

Question	Lean Principles	Principles of Equity
Who defines success/value?	The customer	The people experiencing the problem
Who is best suited to solve the problem	A diverse team including SMEs and customers	A diverse team, including those closest to the problem
What is the goal?	Perfection/Value	Liberation
How do we get there?	PDCA/Continuous improvement	Listening, sharing power, dismantling/rebuilding, measuring progress, visual accountability, mindset of abundance, equal opportunities
What's the method	People and systems together	People and systems together

6 TIPS FOR LEAN PRACTITIONERS FOR EQUITY WORK



Start with you – self work is foundational



Seek out, listen and believe (and know our tendency is to not believe)



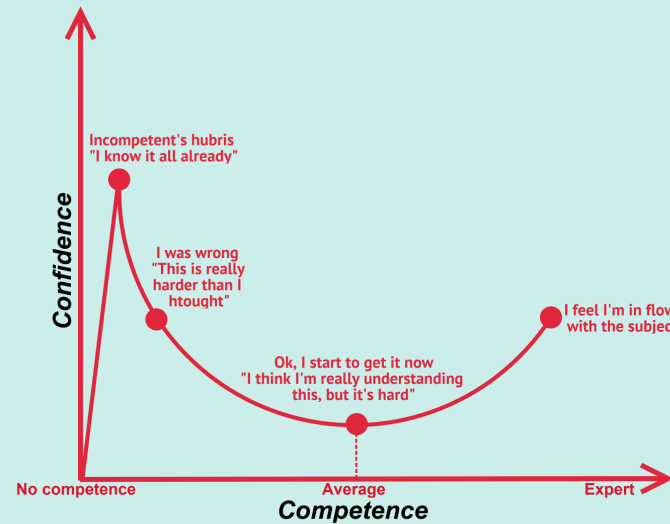
Understand and support the differences between continuous improvement and dismantling systems (push/pull vs. just push)



Partner and share power with people with lived experience and DEI leaders – mutual agreement on the end goal

What Is The Dunning-Kruger effect In Business

The Dunning-Kruger effect describes a cognitive bias where people with low ability in a task overestimate their ability to perform that task well. Consumers or businesses that do not possess the requisite knowledge make bad decisions. What's more, knowledge gaps prevent the person or business from seeing their mistakes.



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THE MORE YOU
KNOW, THE MORE
YOU REALIZE YOU
DON'T KNOW –
ARISTOTLE

QUESTIONS?

