

THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 7 | May 2023



June & July will be hybrid meetings!

Exciting news: Results Washington has considered the voice of our customers (you!) and will conduct our next two Community of Practice (CoP) meetings in a hybrid fashion – virtual and in person! We recognize the need and desire for folks to want to be in-person and network with one another, and we cannot wait to be in person with this amazing, creative group of practitioners!

We will keep our [Zoom invitation](#) in place to accommodate anyone who is unable to make the drive in. If you do plan to join in person, our June and July meetings will be located at:

The Helen Sommers Building
106 11th Avenue
Olympia, WA 98504
Conference rooms G015A-C
[Visitor parking information](#)

Stay tuned for updated calendar information. We look forward to seeing as many of you there!

WHAT YOU MISSED

At our May CoP meeting, **Megan Oczkewicz** with the Health Care Authority shared a great teaching on the importance of capturing the Voice of the Customer and how to successfully do so. **Talia Mazzara** with Results Washington also gave a brief presentation on submitting your agency Success Stories and how they will be used to highlight the great work within our enterprise.

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 June 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

Topic Teaching: Gathering the Voice of the Customer

Megan Oczkewicz with the Health Care Authority (HCA) gave a great teaching on how to gather the voice of the customer (VOC). In this teaching, she covered identifying the customer in your process, defining the value of gathering the VOC, and the importance of listening to their feedback.

She also shared multiple, helpful methods to gather VOC data, including but are not limited to: focus groups, surveys, interviews, observation, and review of complaints.

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



“Lean thinking defines value as providing benefit to the customer; anything else is a waste.”

-Eric Ries

Visit our [CoP Mural](#) to add your name and skills/areas of expertise to our CoP Skillset Matrix! And while you're at it, throw your favorite Lean tool on the board too! There's a section specifically for it.

COMING UP NEXT

Join us (in person!) next month as we dive into the world of Program Design.

June 20th, 2023

10:30 am – 12:00 pm

Topic Teaching:

Program Design and Evaluation

Presenter:

Cyndee Baugh | DOR

Project Share:

Access Equity- Business Diversity Management System

Presenter:

Sarah Erdmann | OMWBE

We want to highlight your success stories!

In this month's CoP, Talia Mazzara with Results Washington (RW) shared a new process for capturing successful stories from improvement projects across the enterprise as well as the lessons learned through the experience. Once submitted, RW will review the submission, vet it with the submitting agency's leadership for approval, and then share in one or more of the following ways:

- Annual Results Washington Governor Report
- Quarterly Report Out
- Possible CoP project share
- Possible Lean Conference presentation
- Governor's talking points
 - Lean Conference
 - Public Performance Review
 - Other venues

You can find the presentation on our [CoP page](#) as well as the link to [submit your success story!](#)