

THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 12 | NOVEMBER 2023



Thank you for attending!



Another Lean Transformation Conference in the books!

Our 12th annual Washington State Lean Transformation Conference wrapped last month – what a fun-filled two weeks it was!

We had a wonderful welcome by Governor Inslee, an inspiring keynote by Amy Leneker, and 23 presentations from state agency specialists as well as private sector and out-of-country organizations. We had the *highest average session rating* this year!

If you missed any sessions you were interested in or want to rewatch any presentations, visit our [previous conference materials page](#). Please also take our [attendee survey](#) to let us know your overall thoughts about this year's conference!

We wanted to take a moment to share our gratitude to all our presenters and attendees for making another year successful – we couldn't have done it without **YOU**. We appreciate the engagement and we are already looking forward to next year!

WHAT YOU MISSED

At our November CoP meeting, we were grateful to have **Cyndee Baugh** with the **Department of Revenue (DOR)** share a deeper dive into her conference presentation on engaging leadership in Lean, as well as **Clif Leach** with the **Department of Social and Health Services (DSHS)** share his division's method to engage staff in Lean through their Process Improvement and Operations Committee.

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 **last** CoP meeting of the year!

QUESTIONS?

For questions on The Blast or the CoP, contact:

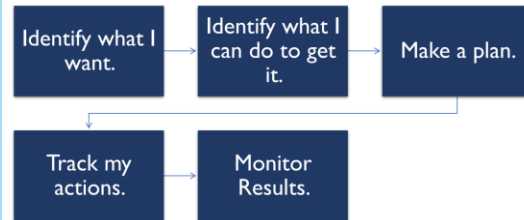
- **Talia Mazzara**, Results WA Senior Performance Advisor
- **Theresa Dew**, Results WA Senior Performance Advisor

Engaging Leadership in Lean

For this month's topic teaching, **Cyndee Baugh** with DOR shared her agency's method for engaging leadership in Lean. She shared common leadership roles that assist in creating a continuous improvement culture, how to express the "what's in it for me" for leadership, how to integrate Leader Standard Work into daily work, and a few lessons she's learned along the way. Cyndee also provided a [Leader Standard Work Template](#) to help leaders put Lean leadership into practice!

View [Cyndee's presentation](#) to learn more.

Leader Standard Work Template



“To be a leader, you must be able to create positive change.”

~ JOHN C. MAXWELL

Results Washington wants to highlight your victories and hard work!

Visit our CoP page and submit your agency's [Success Story!](#)

COMING UP NEXT

Join us in **December** as we dive into effective ways to visualize and interpret data:

December 19, 2023

10:30 a.m. – 12:00 p.m.

Topic Teaching and Learning Activity:

Data Visualization

Presenter:

Beth Adams | DSHS

Engaging Staff in Lean and CI: The Community Services Division Experience

Clif Leach with **DSHS' Community Services Division (CSD)** presented on CSD's Process Improvement and Operations Committee (PIOC). This committee serves as a single point of change management within the division and is a decision-making body for prioritizing operational change implementation. It allows staff to engage and participate in suggesting and implementing process improvement efforts as well as necessary legislative and federal changes.

The PIOC has reviewed 2,059 suggestions so far and approved or resolved a total of 1,155 of these suggestions!

To learn more, watch [Clif's presentation](#).