


A close-up, low-angle shot of several interlocking gears. The gears are a metallic teal color and have the words "improvement" and "continuous" embossed on their teeth in a bold, sans-serif font. The lighting is dramatic, with a bright light source from the right creating a strong lens flare and highlighting the metallic texture of the gears.

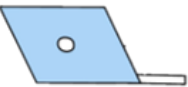
improvement
continuous


Results Washington's Strategic Goal 3:
TO EXPAND AND DEEPEN THE STATE'S LEAN AND CONTINUOUS IMPROVEMENT CULTURE


WASHINGTON STATE GOVERNMENT LEAN TRANSFORMATION CONFERENCE

Initiated in 2011, Results Washington hosts a free, annual Lean conference geared towards covering Continuous Improvement and DEI-focused content presented by public and private sector active practitioners. This conference is open to the public.

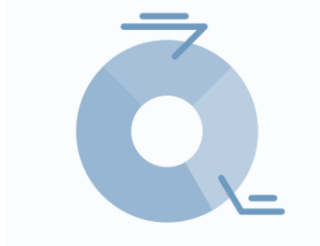
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Provide concrete tools and methods that participants can readily apply to their work vs. theory-based presentations.
- 

Provide learning that can be applied with hybrid and remote work environments to meet current and future realities.
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Provide learning that supports our commitment to advancing diversity, equity, and inclusion in Washington state government.
- 

Provide a diverse learning experience by offering sessions on multiple disciplines and from perspectives both in and outside of a government lens



- 2 week virtual conference (October 17, 2023 – October 26, 2023)
- 24 sessions total
- 3600 avg attendees since going virtual in 2020

LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY of PRACTICE

In alignment with Governor Inslee's [executive order 13-04](#), Results Washington established the statewide Lean and Continuous Improvement (CI) Community of Practice. This community serves as a platform for continuous improvement practitioners to:



Share knowledge, experience, and expertise to help others



Obtain continuous improvement strategies and resources



Receive support on any CI efforts their organization or agency is or may be implementing



Continue fostering a CI culture throughout the state that helps us reduce inefficiencies and produce quality products and services for all citizens

The CoP meets:

Every third Tuesday of the month
10:30 am – 12:00 pm.

To view past recordings and view the schedule, [visit](#) our CI CoP page. <https://results.wa.gov/community-practice>

WASHINGTON STATE AGENCY SUCCESS STORIES

In an effort to promote agency learning by publishing enterprise-wide success stories, Results Washington seeks to highlight projects that have had an impact on the work we do, the people doing the work, and most importantly, the community we serve. This replaces the annual Lean report.

We want to hear about the:

- Project or process improvement **Background**
- Desired outcome or **Goal** of the project
- Barriers or **Challenges** faced
- Targeted **Measures** to improve
- Final **Outcome**
- Victories and **Lessons Learned** along the Way



SUBMISSION FORM: Can be found on Results.wa.gov/community-practice

Submitter's First Name *

Submitter's Last Name *

Submitter's Email Address *

Agency *

Point of Contact for any follow up questions (name and email) *

Which of the Governor's goals is your project/improvement effort related to? *

Project/Improvement effort title *

Project/Improvement effort start date (Charter/scope identified)

Project/Improvement effort end date (Leave blank if still in progress)

Type of project/improvement effort (Identified in RCW) *

Please provide a brief summary on the background and goal of this project/Improvement effort *

What did your project/improvement hope to improve? (e.g. Wait times in the call center queue)

Where were the metrics or baseline at the start of the project/improvement? (e.g. Wait times sat at 3 minutes)

What are the new metrics after the project/improvement was implemented? (e.g. Wait times decreased to 40 seconds)

Please describe the impact this project/improvement has had as well as who has been impacted by it *

What lessons did you learn during this project/improvement?

WASHINGTON STATE AGENCY SUCCESS STORIES

Previous Lean Report criteria: Quality, Cost, Customer Satisfaction, Time, and Employee Engagement

Our goal is to feature a wide variety of projects and process improvements that demonstrate the use of continuous improvement tools and methodologies that fall within one or multiple project-type categories.

These categories are:

- *Customer engagement: Bringing customers into the work that impacts them*
- *Equitable outcomes: Improving outcomes for underserved populations*
- *Employee experiences: Making work easier, less stressful for the staff*
- *Collaboration: Partnering across agencies or divisions*
- *Improved Service delivery for Washingtonians*
- *Improved Quality management systems*
- *Improved Performance management systems*
- *Improved Operational Process*
- *Improved Fiscal efficiency in one or more areas of an organization*
- *Improved Asset management*
- *Improved Personnel management*
- *Improved Statutory and regulatory compliance*
- *Improved Information and Technology services*



SUCCESS STORIES PROCESS

Agency/Project Lead:
Submit Success Story

↳ RW: Review submissions
bi-weekly to ensure the story meets the criteria

↳ RW: Vet Success Story
with submitting agency's leadership

↳ RW: Once approved, the story will
be featured 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*

New! REFLECTION SERIES

In addition to promoting agency Success Stories, Results Washington will also spotlight interested lead project SMEs, in an effort to celebrate their achievement and gain insight and lessons learned during the project period of their submitted success story. This will be captured by means of a brief video interview and will be posted on the Results Washington website.

We want to know things like:

- *Project/Initiative high level intro: what was the problem you were trying to solve?*
- *How did you solve the problem?*
- *What were the results?*
- *If applicable, how did this work create more equitable outcomes for Washingtonians and/or state employees?*
- *In retrospect, what are the lessons learned that you would want our audience to walk away with?*



QUESTIONS?



HAPPENING SOON

May's Public Performance Review

Wednesday, May 24th, 10:30 am – 11:45 am

Topic: Small Business Sector Growth and Supplier Diversity

Speakers: Department of Commerce, Office for Regulatory Innovation and Assistance (ORIA), Office of Minority and Women's Business Enterprises (OMWBE), Department of Transportation (WSDOT), and Department of Enterprise Services (DES) plus the Small Business Resilience Network and business owners.

- ✓ Efforts to provide Washington small businesses with outreach and support services in the languages they speak
- ✓ Efforts to improve equity in state contracting by increasing the amount the state spends with veteran- and small women- and minority-owned businesses.

June and July CoP will be a Hybrid meeting

Helen Sommers Building, 106 11th Ave Olympia, WA 98504 – Rooms G015A-C