



Examples of results



Saving money, saving time and reducing errors

Washington Technology Solutions saved an estimated \$500,000 – plus staff hours for its customers – by using existing technology to automate a painstaking monthly manual billing process involving more than 300 organizations. They dramatically decreased errors, improved customer satisfaction and redirected staff hours saved into financial analysis and front-line customer support.

Faster crime lab results



The Washington State Patrol's Marysville Crime Lab reduced the processing time for forensic DNA tests by 20 percent, allowing the Marysville Crime Lab to handle a record number of cases in 2015.



Safer roads

The Utilities and Transportation Commission streamlined its insurance verification processes so transportation carriers without insurance are off the roads 30 days sooner.

Saving money



The Department of Labor and Industries increased overpayment recoveries 28 percent in one year, to \$6.2 million.



Increasing transparency

Washington state government has doubled in one year the amount of downloadable, searchable state data available to the public.

Improving troops' readiness



The Military Department cut troops' waits for gear, parts, pay and promotions.



What others are saying



One of the most ambitious and all-encompassing efforts at Lean government is being undertaken by the state of Washington.

Jacob Stoller, author of "The Lean CEO"



Results Washington and its partners have demonstrated improvements in high school graduation rates, air quality, child vaccinations, youth smoking, worker safety, teen pregnancy rates, speed-related traffic deaths, and recidivism among juvenile offenders.

Leadership for a Networked World, "Insights from the 2015 Public Sector for the Future Summit at Harvard University"



Initial results are impressive: paperwork slashed, raw materials costs decreased, faster child-abuse investigations, reduced energy costs and more.

Lea Tonkin, "State of Washington Embraces Lean", from the Association for Manufacturing Excellence's Target Magazine"



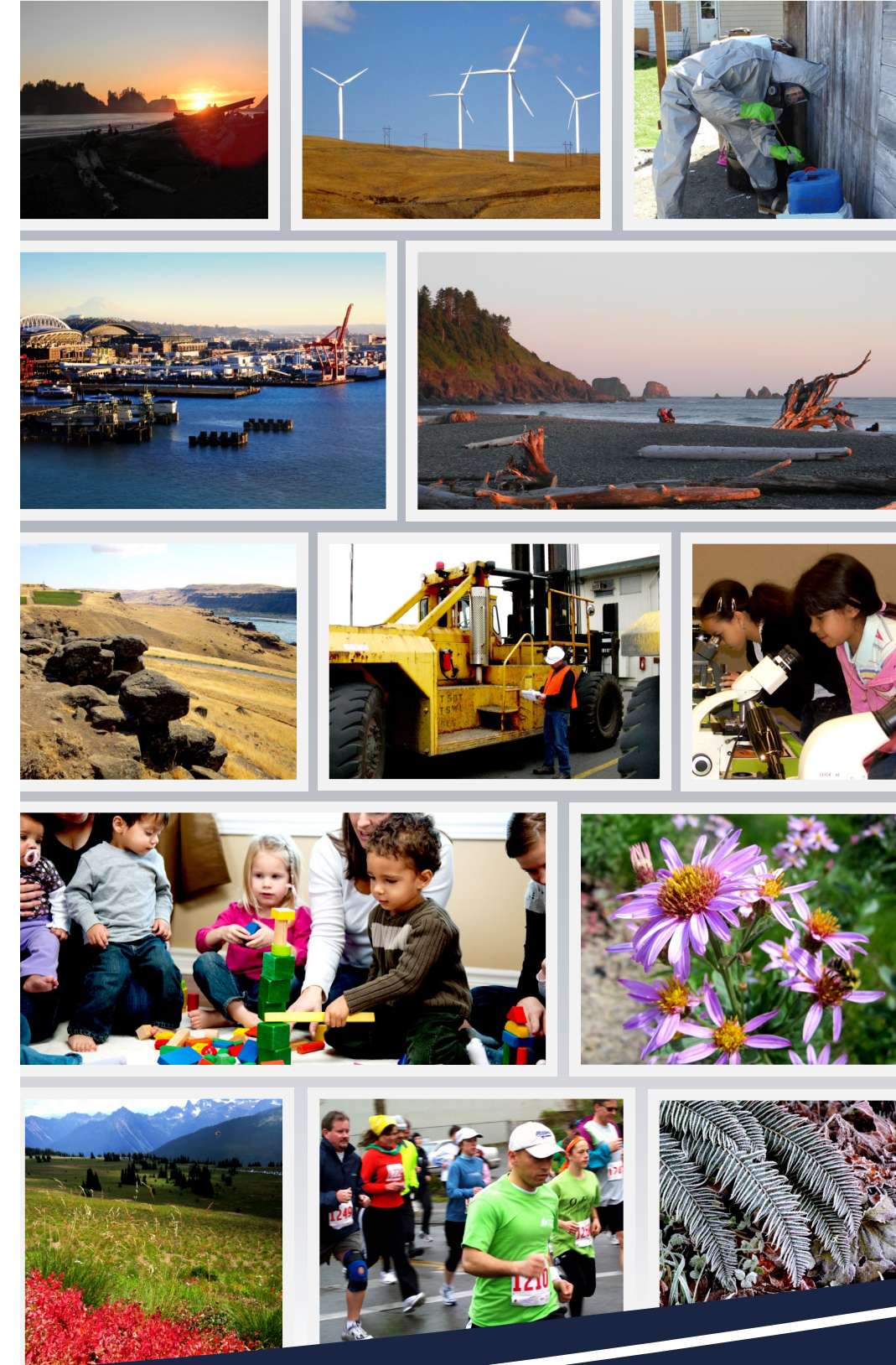
These are impressive successes. And what is particularly good about them is that many of these outcomes deliver value directly to our citizens. The results are a compelling demonstration of the value of efficient, effective and inspirational governance.

Dr. Robert Mecklenburg, Center for Health Care Solutions, Virginia Mason Institute



Thanks to strong leadership support and an effective system to partner with private sector firms, Washington State is proving how successful Lean production principles can be in a government setting.

Roberto Priolo, "Washington State: Using Lean Production in Government" from Planet Lean: The Lean Global Network Journal"



Want to find out more?

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Getting results that matter to Washingtonians



Working together to make a real difference in Washington state

Results Washington

Results Washington is Governor Jay Inslee’s data-driven initiative to make government more effective, efficient and customer-focused.

Launched in late 2013, Results Washington is helping drive improvements on dozens of key goals. These goal areas span education, the economy, the environment, public health, safety and effective government.

Many of the goals represent complex challenges, such as homelessness, struggling students, recidivism, traffic deaths and teen pregnancy. Results Washington focuses the efforts of multi-agency teams, partners and customers on collaborative strategies, targets, timelines and action items.

In addition, hundreds of agency-level improvement efforts are resulting in faster services, less paperwork, dollar savings, higher customer satisfaction and other benefits.



“We’re building a culture of continual improvement”
- Governor Jay Inslee

How Results Washington works

Five goal areas



World-class education

More college students are enrolling in high-employer-demand fields. More families of high-risk young kids are able to get voluntary home visits. Fewer college students need remedial courses.



A prosperous economy

Small business income, tourism spending, average worker earnings and gross domestic product for Washington have all risen. Washington now ranks 3rd for innovation and entrepreneurship.



Sustainable energy and a clean environment

For the first time in years, the entire state now meets federal air quality standards. The percentage of Endangered Species Act-listed salmon and steelhead populations at healthy sustainable levels is rising. More contaminated sites are being cleaned up.



Healthy and safe communities

The number of ex-offenders getting jobs after prison is rising. More vulnerable adults are getting served in home and community-based settings. Teen pregnancy is decreasing.



Efficient, effective, accountable government

Employee-led improvements at dozens of agencies have led to faster services, better outcomes, streamlined processes, easier-to-use forms and cost avoidance. See the next page for a few examples. See our website for dozens more.

