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Lean in State Government

Government agencies have found that when Lean methods are implemented, they see a greatly improved understanding of how their processes work. By applying Lean, agencies can facilitate the identification and implementation of improvements and this in turn builds a culture of continuous improvement. Numerous government agencies, ranging from the U.S. Environmental Protection Agency to the States of Connecticut, Oregon, Iowa, Minnesota and now Rhode Island are using Lean to improve the quality, transparency, and speed of government processes.

We know that government can cut out "waste" and "inefficiency"; this has proven to result in better services overall, as well as more value for tax-supported programs

Today's Quote

"Success is not final, failure is not fatal: it is the courage to continue that counts."

– Winston Churchill

Keep Up With Us

and services. A Lean government is also a means to expand the capacity of an agency to provide more services with the existing resources.



The State of Rhode Island has begun to embrace Lean as a means to improve processes in The Department of Environmental Management, Division of Human Resources and Division of Purchasing. We have seen great successes implementing Lean in all of these state agencies. Read about DEM success stories below!

RI DEM - Lean Improvements

At the DEM, Lean Government initiatives involve comprehensively mapping regulatory processes to define and understand what is really happening now and identifying “waste” in those processes.

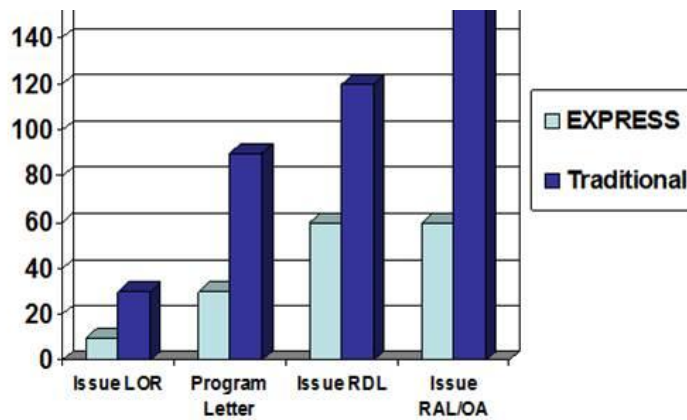
DEM has conducted Lean reviews of six major processes: Site Remediation, Wetlands Preliminary Determination, Air Preconstruction Minor Source Permit, the Underground Storage Tank Fund, the Natural Resources warehouse, and Marine Fisheries program.

Some of the common solutions to remove waste included:

- getting supervisors out of the business of conducting administrative work that should be done by others;
- standardizing work with templates and checklists;
- clearly identifying roles and responsibilities for staff; and
- improving communication with our customers.

Two important results to come from the DEM Lean effort so far are the site remediation EXPRESS policy and the Permit Application Center (PAC). This chart shows the difference between the traditional process and the EXPRESS process for site remediation.





- In certain circumstances the EXPRESS policy allows less complicated sites to be expedited through the review process so that staff can focus their efforts on sites that require more attention.
- The PAC is designed to provide customers immediate confirmation that their application has been received, will conduct an administrative review of every application before it is forwarded to the appropriate program for technical review, and will provide quick feedback to customers if an application is incomplete.

About Us

Our consultants are experts in Lean, Lean Sigma, Lean Human Resources and Lean Technology Solutions. With our experienced team, we have the knowledge and experience to deliver a total Lean Transformation to your organization! We have proven success in implementing Lean in a broad range of companies and industries and are confident we can help your organization become more efficient. Contact us today to see how we can help!

Visit us online for our new and enhanced free Lean self-assessment tool:



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