

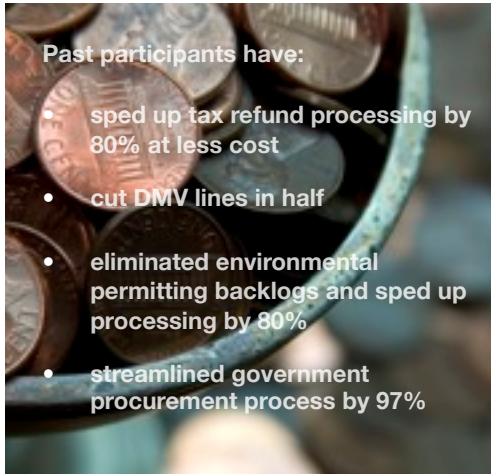


better, faster, cheaper
a proven method to streamline government operations

A photograph of the lower legs and feet of several people walking on a paved street with white crosswalk lines. The scene is captured from a low angle, emphasizing movement and progress.

 **Change & Innovation** agency
radically improve performance

better, faster, cheaper



Government officials are under enormous pressure to do “more with less.” Elected officials, government executives and agency management continue to search for solutions to make government more effective and efficient. Unfortunately in their attempts for quick fixes they keep trotting out the same blue ribbon commissions, government reform initiatives and expensive third party studies that rarely lead to dramatic improvement and barely leave a mark on the culture they are trying to change.

There is hope, once we recognize that operations can't be improved from 30,000 feet in the air. Government improvement is a ground war, won in the trenches. The key is to unlock the potential of the people who know best what is really going on.

It is possible to make government operations work 50% better, 80% faster and at significantly less cost, once we learn:

- To think about government work in a completely different way
- Why government processes get so messed up
- The tools and techniques to find the improvement opportunities, make the changes and create buy-in.

Through an exciting process simulation, humorous examples, and mind-expanding exercises **participants will learn how to:**

- **diagnose the real issues** affecting your agency's performance and pinpoint the right processes to work on
- intuitively **see the 80% improvement opportunity** inside every process
- **measure the right things** to improve process performance and customer satisfaction
- use **innovative flowcharting tools** that make improvement opportunities obvious to everyone
- apply advanced manufacturing process improvement techniques to the **squishy service work** performed in government
- **streamline a process by 80%** and **change the culture** to support the new process design
- **Create buy-in** for your radical ideas and ensure they get implemented



Agenda

The 3 myths that keep government from radically improving

We Don't Make Widgets: Changing the way we think about government

The widget factory – a highly competitive game that intuitively teaches the principles for improving processes by 80%

Widget factory debrief – putting fancy names to the concepts the group intuitively grasped

Why processes get so messed up

The new thinking on designing processes

The tactics for:

- Improving process speed by 80%
- Reducing cost
- Improving accuracy

Changing the culture to support the process change

Creating buy-in and ownership from key process stakeholders



Ken Miller

About Ken

Ken Miller is the founder of the Change and Innovation Agency, a firm dedicated to helping its clients radically improve.

Ken was named one of the **country's top change agents by Fast Company Magazine** (by a judging panel that included Tom Peters). He has worked with amazing people in tough environments to tackle the big issues like:

- How can we best organize the resources of a community to fight poverty?
- How can we overcome the barriers that prevent most inner city kids from going to college?
- Where's my tax refund?
- How do we make a child abuse hotline as responsive and reliable as 911?
- How can we get union workers in psychiatric facilities to say "Thank God it's Monday"?
- How can we bring the radical improvements of manufacturing to the 85% of the workforce that doesn't make widgets?
- Why is this DMV line so brutally long?

As Deputy Director of the Missouri Department of Revenue he led the effort to transform a government agency responsible for collecting taxes and licensing cars and drivers into a **State Quality Award winner** – one of only a handful of government agencies in the country to receive such a distinction. In the three years he was there, they reduced the time to issue tax refunds by 80% (fastest in the nation) at less cost and cut wait times in motor vehicle offices by half. Ken was then named Director of Performance Improvement for Missouri State Government, one of only two states to receive an **A grade from Governing magazine** for Managing for Results.

Ken is the author of **The Change Agent's Guide to Radical Improvement** and **We Don't Make Widgets: Overcoming the 3 Myths that Keep Government from Radically Improving**





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radically
improve
 performance

- Focus on customers
- Make strategic breakthroughs
- Be Better, Faster, Cheaper
- Innovate & Create
- Measure What Matters
- Manage Change
- Develop Leaders & Change Agents

Better, faster, cheaper