# 6th Annual Lean Government Conference

**Friday, October 28, 2016**

American Family Training Center | Madison, Wisconsin

## AGENDA

**Thursday, October 27, 2016**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
</table>
| 5:30 p.m. - 7:30 p.m. | WCPE Members and Conference Attendee Meet and Greet with Aimee Kaslik  
Erin’s Snug Irish Pub. Happy hour runs until 6:00 pm. Cash bar. |

**Friday, October 28, 2016**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 a.m.</td>
<td>Registration and Networking (Foyer)</td>
</tr>
</tbody>
</table>
| 8:00 a.m. - 8:30 a.m. | Sunrise Boot Camp: *What is Lean?* (Auditorium)  
Facilitated by Rebecca Altenhoff |
| 9:00 a.m. - 9:10 a.m. | Conference Kick-Off: (Auditorium)  
Opening remarks: Brett Remington |
| 9:10 a.m.      | Morning Keynote Address: (Auditorium)  
Aimee Kaslik, City of Irving Texas: Case Study in Excellence |
| 10:10 a.m. - 10:15 a.m. | Break |
| 10:15 a.m.      | Breakout Sessions  
- Lean 101: Introduction to Lean  
  Rebecca Altenhoff  
- Irving Innovation Project  
  Aimee Kaslik  
- Lean Leadership  
  Buck Rhyme  
- Fourth breakout session to be determined. |
| 11:30 a.m.      | 5 x 5 Project Showcase (#’s 1 – 5)                                                        |
| 12:15 p.m.      | Networking Lunch                                                                         |
| 1:15 p.m.       | 5 x 5 Project Showcase, continued (#’s 6 - 10)                                           |
| 2:00 p.m.       | Breakout Sessions:  
- Lean 201: Introduction to Lean Tools for Government  
  Rebecca Altenhoff  
- Lean in Healthcare  
  Dawn Garcia  
- Making Lean Fun: *Games and Exercises to Teach Lean Concepts to Your Team*  
  Hilary Bauman  
- Communities of Excellence  
  Brett Remington |
| 3:30 p.m.       | Speed Networking                                                                        |
| 4:00 p.m.       | Conference Adjourns                                                                     |
Sunrise Boot Camp: What is Lean?
New to lean? WELCOME! Your day is about to become a whole lot better. In this session, we will provide the background and context for lean, illustrating its appeal.

Simply put, lean maximizes customer value while minimizing waste. Lean creates more value for customers with fewer resources. An organization that embraces lean understands customer value and develops their key processes to continually increase it.

To quench your thirst for greater lean knowledge, we are offering Lean 101 and Lean 201 education tracts as part of our morning and afternoon breakout sessions.

Morning Keynote: City of Irving – Case Study in Excellence
Irving was the first city in Texas to implement Lean Six Sigma in order to identify and deliver breakthrough improvements in municipal services. Through this approach Irving realized significant cost-savings and efficiencies while increases resident satisfaction in key areas such as quality of life and appearance of the city.

Irving went on to become the 2012 Malcolm Baldrige National Quality Award winner. Today, the City of Irving, TX is known for excellence in leadership, strategic planning, customer and workforce focus, process improvement, and performance management. Key components of this success are ensuring accountability, full transparency, and relying on data in the decision-making process when allocating available resources and determining areas of focus.

The City of Irving, located between Dallas and Fort Worth, is the 13th most populous city in Texas and the 94th in the United States. The city, home to approximately 230,000 residents, encompasses an area of 68 square miles, including Dallas-Fort Worth International Airport. Core services provided include law enforcement and compliance, fire protection and emergency medical, water and sewer, refuse collection, street maintenance and traffic management, parks, libraries, recreational and cultural programming, and capital improvements.

Morning Concurrent Breakout 1: Lean 101- Introduction to Lean
Your lean journey begins here. Whether you are a new practitioner of lean or just want a greater understanding of what “Lean Government” is, this session will provide a grounding in the ideas and methods used to do more with less. You will learn what lean is and isn't, why processes deserve the greatest focus, what is ‘value added’ versus ‘non-value added’ in every standard work process, and also become familiar with the vocabulary of lean. Participants will gain some practical experience in identifying waste in its many forms, and may be intrigued to continue on their educational journey in the Lean 201- Lean Tools afternoon breakout.

Morning Concurrent Breakout 2: The Irving Innovation Project
Come see how we do it! The Irving Innovation Project was designed to build upon Irving’s history of performance excellence and focus on creating a positive and meaningful impact on the community. Further, the Project is focused on accomplishing the city’s vision, achieving strategic initiatives, and meeting the needs of customers. A key to the successful implementation of the Project is employee engagement through online resources, roundtables, and, most importantly, training at multiple levels including the Irving Innovation Academy. The Academy is an advanced training, where employees can develop their skill sets in continuous improvement, lean/lean six sigma, innovation management, design thinking, and project management. The graduates of the Innovation Academy are then certified to lead innovative projects throughout the city.
Morning Concurrent Breakout 3: Lean Leadership

It is no secret that organizations today are flatter and managers are expected to do more. There are more reports to complete, meetings to attend, teams to supervise, customers to engage, and the boss always has you looking into one more thing. Taxpayers are demand more and better services at ever decreasing cost. Who has time for leadership? Isn’t that the Director’s job? And what about senior leadership? They have it in their job title…

This engaging, interactive session offers a different perspective on leadership. What if leadership was a daily habit instead of a job title? What does that mean for you? For your organization? For your division or department? Using the Leadership Pulse, participants will assess their current level of leadership behavior and learn what it might take to bump it up to the next level. They will reality check their initial assumptions through dialogue with other managers before creating a simple plan to practice a lean leadership approach.

Attendees will realize these learning outcomes:

- Explore a few key principles about leadership and see how they align with the lean philosophy.
- Review current research about leadership to understand why it is easier and harder than you think.
- Assess your leadership skills using the Leadership Pulse and consider what it takes to improve.
- Chart a course of mini-improvement that fits a busy lifestyle.

Afternoon Concurrent Breakout 1: Lean in Healthcare

Healthcare resources are continually shrinking, with a payer expectation that healthcare organizations do more with less. How do organizations actually achieve this? High performing organizations turn to Lean for that answer, with great results. An effective introduction of Lean into healthcare organizations requires a knowledge foundation within a systems framework, as well as a cultural transformation; resulting in a 30-40% waste reduction in most healthcare organizations. Application of Lean principles and tools also significantly builds employee engagement and patient satisfaction, due to the focus on customer value.

In this session, Dawn will provide a roadmap and overview of the path to Lean Healthcare transformations, based upon the highly effective Zidel lean model. Attendees will learn the elements required for the transformation to be effective, and how to get started. If you and your team want to deliver more customer value in healthcare, this session is your starting point!
Aimee Kaslik, Performance Administrator | City of Irving – Irving, Texas

Aimee Kaslik serves as the Chief Innovation and Performance Officer for the City of Irving, leading a team focused on strategic planning, process improvement, project consultation, performance measurement, and customer research.

As such, she is responsible for conducting citywide project management, including the City’s strategic plan and performance measurement program – identifying and developing organizational benchmarks and performance measures; facilitating organization studies and process reviews through the use of Lean and Lean Six Sigma methodologies; aligning organizational practices and systems with nationally recognized performance criteria such as Malcolm Baldrige; and conducting customer needs assessments through citizen, employee, and business surveys. In addition, she serves on the Quality Texas Board of Examiners.

Dawn Garcia, Principal | Pursuit of Excellence – Eau Claire, Wisconsin

Dawn is principal of Pursuit of Excellence, serving as a thought-leader, change agent, coach, mentor, and innovator to organizations that are positioned to differentiate themselves in the marketplace.

Her leadership has enabled clients to improve in the following areas:

- Customer Service and Engagement
- Process Improvement, Efficiency, and Value Creation
- Workforce Engagement and Culture of Excellence
- Leadership Alignment, Accountability, and Results
- Pursuit of Organizational Excellence (Based upon Baldrige Framework)

Dawn’s early career brought her experiences from across the United States, including Pennsylvania, New York, North Carolina, Washington (state), and Wisconsin. Beginning as a registered nurse in critical care, she then evolved into nursing leadership, medical staff leadership, and, finally, senior leadership. She has achieved multiple award recognitions and accomplishments over the course of her career, including national magazine publications, curriculum and content recognition for graduate-level and industry-expert resources, internal leadership awards, and national recognition as a Dorland Health People Leadership Awardee. Passionate about business, service, and workforce improvement, she has served several volunteer terms on the Malcolm Baldrige National Quality Award Board of Examiners, and is currently serving as a state examiner for the Wisconsin Center for Performance Excellence. With this expertise, Dawn has inspired and guided multiple organizations on their path to the Governor’s Award of Excellence level recognition, creating a more efficient journey to organizational excellence. Dawn has also achieved ASQ certification as a Certified Manager of Quality and Organizational Excellence (CMQ-OE), reflecting her validated expertise in the Baldrige framework to achieve business excellence.

While Dawn is the principal and founder of Pursuit of Excellence LLC, she works with a network of professional experts when areas of detailed knowledge are needed for a coordinated client solution. These individuals reflect the highest level of personal standards consistent with common company values: integrity, talent, and performance results.
Buck Rhyme, President | RR Consulting Group – Madison, Wisconsin

As a former CEO and community leader, Buck applies his hands-on leadership experience to successfully tackle a wide range of organizational challenges with clients across multiple sectors. His areas of expertise include leadership development, executive coaching, strategic planning, employee engagement, organizational assessment, cultural transformation, board development, and strategic facilitation. A partial list of clients includes the Duluth Trading Company, State Bar of Wisconsin, Credit Union Executive Society, Wisconsin Farm Bureau Federation, Richland Hospital, and the State of Wisconsin. He also works as a senior consultant with the ProCon Group, a national firm that specializes in helping credit unions uncover strategic opportunities, build more effective board governance, and strengthen their management teams.

As a consultant, Buck has led many initiatives involving organizational change, including strategic planning with both large and small organizations across Wisconsin. He specializes in engaging stakeholders to help ensure successful implementation of complex projects. Buck has also led efforts to create new business structures for public and private sector clients in Wisconsin and Oregon.

Prior to becoming a consultant and business entrepreneur, Buck was the CEO for CAP Inc., a human services agency. He was recognized by Corporate Report Wisconsin and Ernst & Young as a Star Stream leader for his leadership skills. Buck used strategic planning, employee engagement, and investments in technology as the key drivers to grow agency revenues by over 1200% during his 17-year tenure. His leadership, inside and outside the organization, helped CAP achieve a reputation for innovation and service excellence.

Buck holds undergraduate and graduate degrees from the University of Wisconsin-Madison. He worked for nine years as an adjunct faculty member at UW Graduate School of Business Executive Education Program providing leadership coaching. He has also participated as a senior examiner for the Wisconsin Forward Award, a criteria based evaluation competition modeled after the Malcolm Baldrige Award.

Rebecca Altenhoff, President | Lagom Business Solutions, LLC – Madison, Wisconsin

Rebecca is President of Lagom Business Solutions, LLC, an operational excellence-consulting firm. She is also a Lean Six Sigma Black Belt with over 19 years of experience implementing, facilitating and training individuals and groups at all levels within the organization in Lean Six Sigma tools and techniques.

Rebecca works throughout the supply chain in a variety of diverse industries such as process and discrete manufacturing, healthcare, city and county government, insurance and retail sales. Her clients range in all sizes from small businesses to fortune 500 companies where she helps improve their operational effectiveness and assists to develop and deploy their strategic plans. Since March 2012, Rebecca’s consulting career has allowed her the opportunity to work within many industries and diverse clients to help improve their operational effectiveness and develop and deploy their strategic plans.