

The LeanOhio Mission: Lead and support efforts that make government services simpler, faster, better, and less costly.

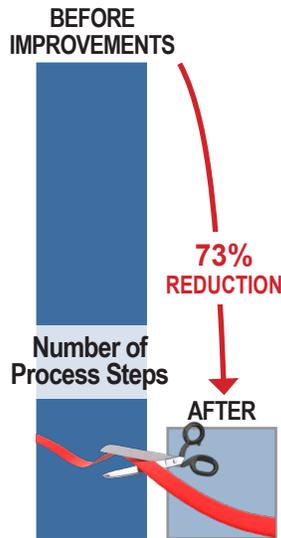
Vision: To be recognized as a national leader and the go-to resource in Ohio for making government more efficient and effective.

Visit lean.ohio.gov for detailed information, results, and resources.

The LeanOhio Mission in action:

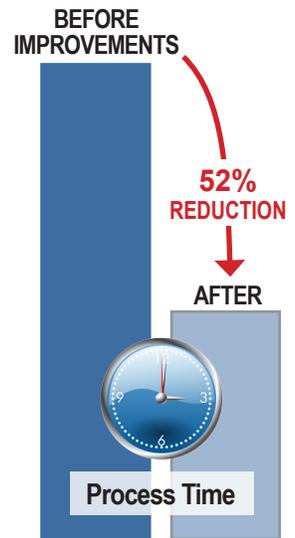
SIMPLER

Kaizen teams rip through red tape. In calendar year 2014, Kaizen teams cut an average of 73% of the steps in the processes they improved – resulting in far fewer delays, decision points, loopbacks, handoffs, and frustration for the users of government services.



FASTER

Lean is all about speed. In 2014, Kaizen teams made their processes twice as fast, from when a customer asks for a service to when that service is delivered. They reduced process time by 52% on average, ensuring far faster service to customers. And they eliminated backlogs of work in process.



BETTER

A primary goal of Lean is to improve services to the customer. By eliminating activities that don't add value, Kaizen teams have redirected more than 500,000 staff hours to higher-priority efforts that improve customer service. That's equivalent to 250 fulltime employees who are now available for mission-critical work.



LESS COSTLY

Saving money and making better use of taxpayer dollars are major priorities. Since January 2011, the projected cost savings produced by Kaizen teams when their improvements are fully implemented exceeds \$155 million.

RETURN ON INVESTMENT:

Since January 2011, for every **\$1** invested in LeanOhio activities, the state gained **\$40** in projected savings.

