

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.

LeanOhio Services

The LeanOhio Office provides State agencies with a full range of expertise relating to Lean, Kaizen, and Six Sigma. Our team of experienced performance consultants can help your agency turn the potential of major improvement into everyday practice. Here's how:



Improvement in action:

Gloria Calcara (Development), Bill Demidovich (LeanOhio), and Rich Martinski (LeanOhio) take a close look at a Kaizen team's process map. They are among the hundreds of people in Ohio state government who have put their Lean and Six Sigma know-how to work. Gloria, Bill, and Rich all have Black Belt Certification.

Strategic Planning

Improvement needs to be well-coordinated throughout the organization, based on a clear set of priorities and an understanding of core processes. LeanOhio consultants can facilitate the planning process for you, guiding the development (or update) of mission, vision, goals, objectives, measures, and action steps.

Value Stream Mapping

This high-level process maps the flow of resources, information, and other inputs throughout the organization. It is used to identify core processes and potential improvement projects, including major Kaizen events. A value stream map will ensure that you pinpoint the biggest improvement opportunities.

Data Analysis

Every process is full of possible measures and data – to such a degree that it's easy to get overwhelmed. LeanOhio consultants can help you identify meaningful metrics, interpret what they're telling you, and set up a long-term system for the wise use of data.

3P – Production Preparation Process

3P is used to develop a new process for a new service. It's an event-driven approach that uses Lean principles at the very start, when a process is created. 3P is the ultimate proactive approach, ensuring efficiency from the outset.

DMAIC Projects

DMAIC stands for *define, measure, analyze, improve, and control*. These five imperatives are key components of Six Sigma. LeanOhio staff are experts at the DMAIC approach, and they can provide DMAIC guidance to help you improve, optimize, and manage your agency's core processes.

Kaizen Event

Kaizen is a Japanese term meaning *change for the better*. It is a philosophy, methodology, and tool set for analyzing, understanding, and improving processes. In a Kaizen event, agency staff map the current process, identify inefficiencies, and build a new process that is far simpler, faster, better, and less costly. LeanOhio consultants have facilitated more than 60 Kaizen events.

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Lean Routine

While Kaizen events typically involve five straight days of work, the Lean Routine is faster and more flexible. It puts specific Lean tools to work on small sub-processes and narrowly defined “pain points.” Lean Routines require expert facilitation, which can be provided by LeanOhio or our network of Green Belts and Black Belts.

5S+

5S+ stands for *sort, straighten, shine, standardize, sustain, and safety*. The 5S+ approach is facilitated by LeanOhio consultants to help agencies create and maintain well-organized work areas – the kind of work areas that support high quality, efficient service, and customer and employee satisfaction.

Form Poka-Yoke

From the Japanese term for *mistake-proofing*, poka-yoke is used to eliminate the root cause of delays and other inefficiencies. One of the biggest improvement opportunities in government relates to forms. LeanOhio staff can help you redesign your forms so that needed information from customers is supplied correctly and completely the first time around.

Visual Management

If you keep an eye on the scoreboard when watching sporting events, you’ve benefited from visual management in action. In a similar way in the work world, agencies can use signs, charts, information displays, process maps, and more to communicate key information to employees – about processes, customer satisfaction, other important results, and more.

Training

The LeanOhio Academy provides a full range of learning opportunities. Included are Executive Overview sessions, Lean Certification events, Belt Certification (Yellow Belt, Green Belt, Black Belt), focused intensives (e.g., process mapping, 5S+, poka-yoke), and more. Training sessions are led by LeanOhio staff, LeanOhio Network members, and external experts.

Coaching and Mentoring

One-on-one coaching can make a big difference. Even a single conversation can provide needed information and breakthrough guidance. LeanOhio staff routinely deliver practical coaching to leaders, managers, and groups throughout state government.

Meeting Facilitation

Skillful facilitation can make all the difference in high-priority meetings and retreats. Among LeanOhio staff and Network members are veteran facilitators who can help you plan and conduct those all-important sessions.

Voice of the Customer

When it comes to improvement, understanding the customer’s spoken and unspoken requirements is essential. LeanOhio can guide your group in a variety of VOC approaches, including interviews, surveys, polls, focus groups, observation, and complaint logs.
