

## EIR Program Update

### First year of the Entrepreneur-in-Residence Program has become a standout example of public-private partnership

Three executives from small business worked in-house with the LeanOhio Office, gaining in-depth experience in process improvement. The state gained insights into private-sector best practices and challenges, while learning ways to make government more responsive to the needs of small businesses.

The program is designed for one year. This inaugural group began its work in September 2015 – and went on to build a significant record of learning and accomplishment.

All three Entrepreneurs in Residence (EIRs) participated in two weeks of Lean Six Sigma training, learning new methods and tools for process improvement. Each EIR earned the Green Belt credential – and put their know-how to work in high-priority improvement projects, events, and other sessions.

**Pharmacy Board:** An EIR worked directly with Board leadership, creating a strategy to implement a permanent data analytics and reporting process. This process is essential in taking proactive action against pharmacists, prescribers, and individuals who engage in controlled-substance abuse – so this is literally about saving lives.

**Ohio Bureau of Criminal Investigation (Ohio Attorney General):** An EIR participated in a major Kaizen event relating to background checks and expungement. Background checks will be received up to 80% faster once the new system is fully in place.

**Ohio Department of Commerce:** An EIR facilitated a project to improve the hiring and selection process for the Human Resources Office. The transformed approach eliminates inconsistencies with workflow and uses a single standardized process for all departments.

**Department of Administrative Services:** An EIR served on the DAS Minority Business Enterprise Recruitment Task Force, providing key input at monthly meetings to strengthen the state's efforts at recruiting and doing business with MBEs.

The EIR pilot program was established through House Bill 218 “to strengthen coordination, interaction, and outreach between state government and small businesses.”

LeanOhio's mission is to make state government simpler, faster, better, and less costly. The LeanOhio Office is a nationwide leader in Lean Six Sigma in the public sector, having completed more than 80 major improvement projects and events since January 2011.



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