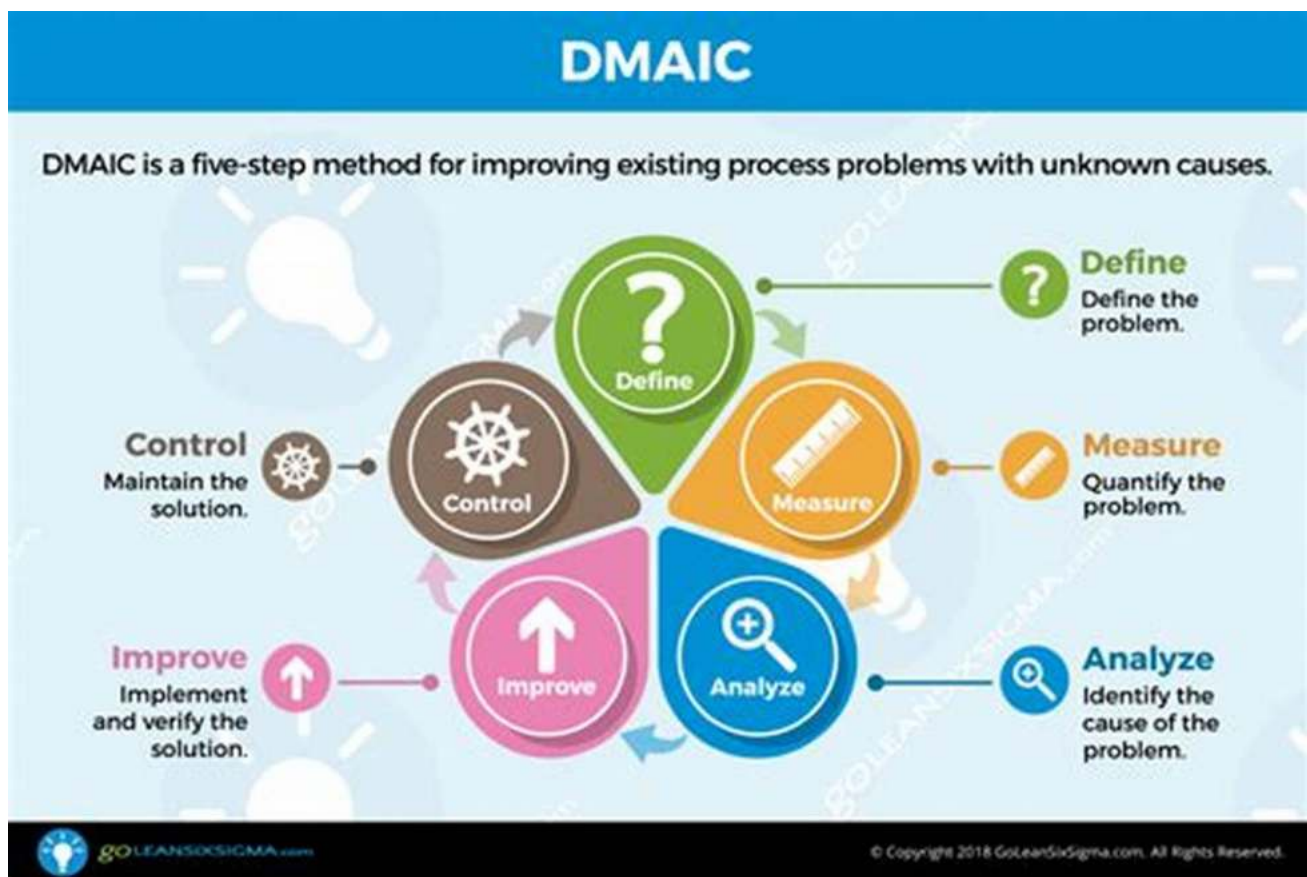


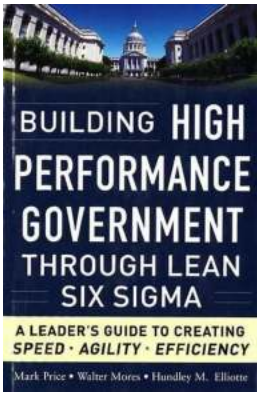
Building High Performance Government Through Lean Six Sigma

Government organizations are often criticized for their inefficiencies, slow processes, and bureaucratic nature. However, there is a methodology that has been proven to improve performance and efficiency in various industries, including the public sector. That methodology is Lean Six Sigma.



What is Lean Six Sigma?

Lean Six Sigma combines two separate methodologies - Lean and Six Sigma. Lean focuses on eliminating waste and reducing non-value added activities. Six Sigma, on the other hand, aims to reduce process variations and defects. When combined, these methodologies create a powerful tool for process improvement.



Building High Performance Government Through Lean Six Sigma: A Leader's Guide to Creating Speed, Agility, and Efficiency

by Mark Price (1st Edition, Kindle Edition)

★★★★☆ 4.5 out of 5

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The Lean Six Sigma approach involves defining a problem, measuring the current performance, analyzing the root cause, implementing improvements, and controlling the process to sustain the improvements over time. It is a data-driven approach that relies on statistical analysis and continuous improvement.

Benefits of Lean Six Sigma in Government

Implementing Lean Six Sigma in government organizations can lead to several benefits:

1. Improved Efficiency

Lean Six Sigma helps identify and eliminate unnecessary steps, redundant processes, and bottlenecks. By streamlining workflows, government organizations can significantly improve efficiency, reduce lead times, and deliver services faster to citizens.

2. Cost Savings

Lean Six Sigma aims to reduce waste and non-value added activities. By eliminating these inefficiencies, government organizations can achieve cost savings. This can include reducing manpower, optimizing resource allocation, and eliminating unnecessary spending.

3. Enhanced Service Quality

Lean Six Sigma focuses on reducing process variations and defects. By improving the quality of services, government organizations can enhance citizen satisfaction and trust. This can result in improved public perception and increased public support for government initiatives.

4. Transparency and Accountability

Lean Six Sigma promotes a data-driven approach, which enables government organizations to measure performance accurately. By setting clear performance metrics and monitoring progress, organizations can improve transparency and accountability. This can help identify areas of improvement and track the impact of process changes.

Successful Examples of Lean Six Sigma in Government

Several government organizations have successfully implemented Lean Six Sigma to achieve significant improvements. Here are a few notable examples:

1. U.S. Army

The U.S. Army implemented Lean Six Sigma to streamline its procurement process. By eliminating unnecessary steps and reducing lead times, they were able to achieve cost savings of over \$1 billion. This allowed the Army to reallocate resources to other critical areas.

2. California Department of Motor Vehicles

The California DMV implemented Lean Six Sigma to improve the wait times at their offices. By analyzing and redesigning their processes, they reduced average wait times from over two hours to less than 30 minutes. This significantly improved customer satisfaction and reduced operational costs.

3. City of Fort Wayne

The City of Fort Wayne in Indiana implemented Lean Six Sigma to improve the efficiency and transparency of their procurement process. By standardizing procedures and implementing process controls, they reduced procurement cycle times by 50%. This allowed the city to deliver critical infrastructure projects faster and within budget.

Challenges and Recommendations

While Lean Six Sigma can bring substantial improvements to government organizations, there are challenges to overcome:

1. Organizational Culture

Government organizations often have a deeply ingrained bureaucratic culture, resistant to change. To successfully implement Lean Six Sigma, leaders must foster a culture of continuous improvement and encourage employees to embrace change.

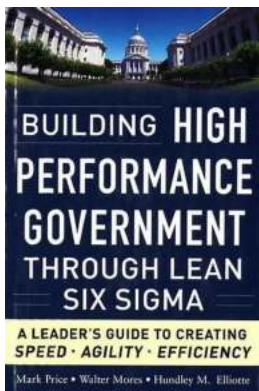
2. Data Availability

Lean Six Sigma relies on accurate data and measurements to guide decision-making. In many government settings, data availability and quality can be a challenge. Investing in data collection systems and training employees in data analysis can help overcome this challenge.

3. Political Pressures

Political pressures can hinder the successful implementation of Lean Six Sigma initiatives. It is essential to have support from political leaders and stakeholders to navigate these challenges and ensure the sustainability of process improvements.

Despite these challenges, Lean Six Sigma can revolutionize government performance and overcome the inefficiencies often associated with government organizations. By implementing this methodology, governments can improve efficiency, reduce costs, enhance service quality, and increase transparency. Lean Six Sigma is a powerful tool for building high-performance government.



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Private Sector Strategies for Public Service Leaders

No corner of the government or public sector has been spared from budget turmoil in recent years. Among budget cuts, increased requirements, and new threats and challenges, governments typically balance the scales through (1) increased funding and/ or (2) rationalizing services or service levels.

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Learn how to:

- Improve the outcomes you deliver—while lowering the cost to deliver them.
- Streamline your operations—by increasing speed, agility, and efficiency.
- Build a high-performance “anatomy” to strengthen your organization.
- Manage assets, decrease risks and losses, and deliver true excellence.

Featuring case studies from the public sector, including federal, state, local, agencies, bureaus, and departments, this unique guide takes you inside government organizations, where high performance “anatomy” is already making a difference. You'll discover low-cost techniques deployed by the Naval Air Systems Command and the IRS, as well as high-performance solutions for problems as diverse as homeland security, disaster response, health care costs, and dwindling resources. High Performance Government provides a proven method for adapting to the “New Normal” of lower budgets by showing you how to do even more with even less—creating a learning, working environment that reacts to change. This is how the top companies in the world increase productivity and profits through any market conditions.

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Praise for Building High Performance Government

“Building High Performance Government is a fast read with a big message. It explains how the inevitable downsizing of governments at all levels—federal, state, local—doesn’t have to also mean fewer or lower-quality services. This book highlights viable strategies already in use today to create better alignment and greater productivity in government.”

—Graham Richards, Former Mayor of Fort Wayne, Indiana

“Every level of government is experiencing a budget crunch these days, and that always results in slashing services. This book can help public sector leaders find another option—how to deliver on their core mission at a much lower cost.”

—Sean O’Keefe, CEO , EADS North America, former Administrator of NASA, former Secretary of the Navy and former chancellor of Louisiana State University (LSU)

“A solid read for federal, state, and local government leaders wondering how to ‘do more, without more.’ Building High Performance Government focuses on the main things that leaders can do to help their organization get more out of each tax dollar while also improving quality and speed—an absolutely essential requirement in today’s fiscally constrained environment.”

—David Melcher, Senior Vice President, ITT Corporation; President, ITT Defense & Information Solutions, US Army Lieutenant General (Ret.) formerly the Army’s

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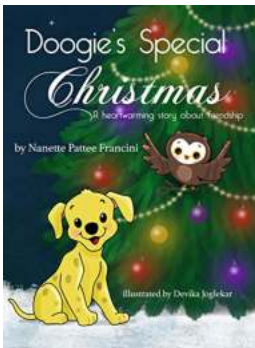
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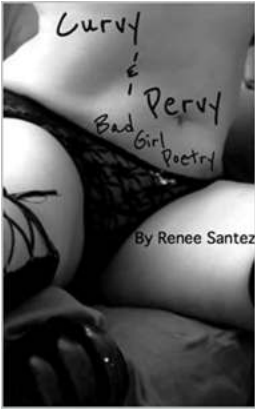
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