

LEAN GOVERNMENT SUMMIT - THURSDAY, JUNE 17, 2021

AGENDA

8:30 - 9:35

Welcome

8:35 - 9:35

How to Finally Catch Up: Managing Your Complex Work

Ken Eakin - Author of Office Lean: Understanding and Implementing Flow in a Professional and Administrative Environment, Senior Consultant, Lean Agility

Using simple illustrations and drawing on real-life examples from his experience as a Lean trainer, coach and facilitator, Ken will explore:

- How to use lean methods to gain more control over your complex work—work that arrives in different amounts at different times and where every task has a different duration.
- How to segregate work into “families”, prioritization, scheduling, and estimation, limiting Work in Progress (WIP), visual management and how to manage client expectations about lead time.

Ken served as a Lean/Continuous Improvement mentor/coach at Export Development Canada, one of the country’s leading operationally excellent public sector enterprises. He now coaches and teaches as a consultant both independently and with Lean Agility, while also serving as faculty at the Telfer School of Business at the University of Ottawa.

9:35 - 9:45

Break

9:45 - 10:45

Optimize your Lean Transformation

Nadia Vallières - Director, Strategic Human Resources, Infrastructure Canada

Nadia, as one of the most successful Lean change agents in Canada’s public sector, will share from her journey:

- Insights into transforming an entire branch so that its core processes deliver an average of 70% faster.
- How to optimize the effectiveness of Lean process improvement through focus, influence, and engagement.
- How to create simple systems and a culture of continuous improvement to support and sustain better performance and a better work environment at all levels.

Nadia led the transformation of the HR branch at Innovation, Science and Economic Development Canada which became the benchmark for Lean HR in Canadian government. She currently leads the HR transformation at Infrastructure Canada.

10:45 - 11:00

Break

11:00 - 12:00

(concurrent session)

Session 1: Lean Procurement: 70% Faster

Lizanne Murphy - Manager, Administration, Ontario Securities Commission

In this talk, Lizanne will share:

- How her group transformed their competitive Request for Services (RFS) process to consistently deliver a signed competitive RFS-based contract in three (3) weeks from: first contact by client, development of RFS, posting, Q&A, interviews, evaluation, legal review, all the way through to final signature. This process previously took 3-5 months.

- How they have sustained this level of performance and continue to innovate in a virtual environment.
- What she learned as a Procurement leader in leading, implementing and sustaining this transformation.

Lizanne leads the Procurement function at the Ontario Securities Commission (OSC). Her and her team’s accomplishments are even more impressive given that the procurement regulations to which they are subject are significantly stricter than in most other jurisdictions.

Session 2: Banish the Backlog

Rejean Landry - Senior Consultant, Lean Agility

Many Lean practitioners believe that “if you streamline a process, the backlog will take care of itself.” While there is some truth to this, it does not fully reflect reality. Lean practitioners can benefit from a deep dive into backlog management and elimination strategies. In this talk, Rejean will share his extensive experience in eliminating backlogs, including:

- Identifying the true backlog as your starting point.
- The difference between historic backlogs and current backlogs, and how to treat each of these.
- Understanding and dealing with bottlenecks.
- Creating a visual system to help eliminate the backlog.

Rejean is an experienced Lean change agent who developed his skills in the tech sector, and later at the Royal Canadian Mint where he led teams to double throughput and improve quality dramatically. He now coaches and trains public sector organizations to transform their work.

12:00 - 13:00

Lunch - Networking Breakout Rooms

13:00 - 14:00

Top-Down or Bottom-Up? Implementing Lean Across a Province

Chris Irwin - Director, Lean and Continuous Improvement, Government of Ontario

Most Lean practitioners find it difficult to transform a single value stream. In his role, Chris’s mandate is to spread lean thinking and behaviours across an entire provincial government.

In this talk, he will share:

- What he learned about leading a province-wide transformation.
- Tips and strategies for Lean practitioners, whether just starting out, or well-advanced in their journey.
- Fresh and counter-intuitive thinking on addressing common challenges, such as leader resistance, and helping people see their work from a systems-thinking and upstream/downstream perspective.

After completing his Lean Yellow Belt Certificate Chris led a remarkable process transformation in the Government of Ontario ([referenced in the January 2016 edition of Canadian Government Executive Magazine](#)) after which he became a Lean Black Belt and the Director of the Lean and Continuous Improvement Office for the Province of Ontario. He is an engaging speaker, thought leader, and practitioner who constantly innovates and improves the way Lean is practiced.

14:00 - 14:15

Break

14:15 - 15:15
(concurrent session)

Session 1: Lean in a Virtual Environment

Craig Szelestowski - President and Founder, Lean Agility Inc.

It was going so well, and then the pandemic hit and everyone had to adapt to leading Lean transformations virtually. In this talk, Craig will share how he and his team adapted their approach to the virtual environment – and in many cases, got even better results than in the pre-pandemic era. He will explore:

- Keys to running a successful virtual improvement project.
- Creating successful virtual improvement routines and visual management.
- Tools and platforms to do both above. A selection of tools will be shared with participants for their own use.

Craig is the founder of Lean Agility. He is considered one of the foremost thinkers and practitioners in Lean for knowledge and service work. He led the Royal Canadian Mint’s Lean transformation that helped make the Mint a fast, agile enterprise with award-winning employee engagement. In addition to coaching leading public sector organizations to impressive transformations, he is also director of Lean programs at the Telfer School of Business, Centre for Executive Leadership at the University of Ottawa.

Session 2: Create Trust and Psychological Safety in a Virtual Environment

Bernard Chartrand - Senior Consultant, Lean Agility

Trust and Psychological Safety are both critical to:

1. Identifying problems so that they can be solved, and
2. To creating better flow in project work and the daily work. The effect of these is amplified in a virtual environment where it is difficult to “read” people and engage in constructive “water cooler” discussions.

In this talk, Bern will share:

- What is trust? What is psychological safety?
- How can you measure each?
- Practical tactics to create / increase both in a purely virtual environment.

Bernard (Bern) is a seasoned Lean change agent with exceptional skills in addressing the human side of Lean in knowledge work. In the past, he served as a Lean coach and change agent at Export Development Canada, one of the country’s leading operationally excellent public sector enterprises.

15:15 - 16:15

Break

15:15 - 16:15

Lean Clinics

Meet and collaborate with experts and peers in these smaller interactive breakout sessions to address the following challenges:

1. Create and Sustain Lean Buy-In at all Levels (Facilitator: Craig Szelestowski)
2. Lean and IT (Facilitator: Ken Eakin)
3. Topic to be determined, based on feedback from the community.
4. Topic to be determined, based on feedback from the community.
5. Topic to be determined, based on feedback from the community.

16:15 - 16:30

Wrap-Up and Invitation to the Lean Guild