Lean Government Certificate Program

About Lean Government

Lean is a proven methodology that focuses on enhancing "real work"—the activities and services that add value to your organization and heighten the customer experience—and fundamentally changing how people throughout your organization think, approach problems and tackle daily challenges.

Rigorous application of Lean Government can:

› Improve productivity and quality with no increase in risk or cost

› Increase efficiency in application, servicing, processing and administrative departments

› Reduce waiting times and create seamless hand-offs

Lean helps management and employees alike embrace a culture of continuous improvement and commit to making it part of their daily work.

Why a Lean Government Certificate?

The Lean Certificate Program is designed for professionals seeking to lead their organizations, whether at the state, local, or municipal level, into the transformative culture of Lean Government.

The Lean Certificate Program is an intellectually rigorous experience featuring one-on-one coaching, mentoring and "learning by doing" exercises. Program enrollment is limited to individuals who have successfully completed Lean 300.

Upon acceptance to the program, you, along with your Lean Coach, will work on a practical project within your organization; you might apply value stream mapping, 5S, Kaizen, A3, or another Lean tool. As your project develops, your organization can make significant productivity and quality advancements, while you gain the experience and confidence to lead your own Lean transformation.

Your Lean Certificate will be awarded after successful completion of your project, assessment by a board of Lean experts and confirmation of project outcomes by your supervisor or director.

Upon receiving your certificate, your organization could begin to realize:

› Improved staff and customer satisfaction

› A proven pathway to Lean transformation

› A long-term culture of sustainable continuous improvement

› An in-house, Lean Government leader/mentor, who was coached by certified Lean experts

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Certificate Program Requirements

Your certificate signifies that you have demonstrated the ability to apply lean improvement tools and methodologies within your organization. Additionally, you now have the knowledge needed to begin looking at targeted value streams for improvement activities.

As a program applicant, you must have successfully completed Lean 300 training, and received formal approval by the upper management within your organization. Support and buy-in from your superiors will be vital to your success.

Upon acceptance of your application, your Lean knowledge will be formally assessed, and you will be assigned a Lean coach. Both you and your Lean coach will determine how best to use your Lean knowledge to improve a process within your organization. You will have up to 24 months to complete your project, during which time you will:

> › Involve a team of your colleagues in value stream mapping and Kaizen events
> › Determine the current state of the project process, its future state and a plan for implementation of any suggested changes
> › Measure and report on project results and improvements
> › Create a personal growth plan to improve your facilitating skills

Your Lean certificate will be awarded after successful completion of your in house project, assessment of your project by the Lean certificate review board and confirmation of project outcomes.

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