



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection
Bradley M. Pfaff, Secretary

DATE: March 28, 2019
TO: Board of Agriculture, Trade and Consumer Protection
FROM: Bradley M. Pfaff, Secretary *Bradley M. Pfaff*
SUBJECT: **Lean Continuous Improvement Report**
PRESENTED BY: Ashley Andre, Policy Initiatives Advisor - Executive

RECOMMENDATION: This is for informational purposes only. No Board action is required.

SUMMARY / BACKGROUND:

Lean Continuous Improvement

In the State of Wisconsin, Lean is about solving problems. Staff are encouraged to work on efforts and report results that save time, reduce frustration, or cut unnecessary costs.

Background

The Wisconsin Lean Government Initiative was created in 2012, and a Lean Government Program was established at the Wisconsin Department of Administration. The Lean Government Program works with all state agencies to help Wisconsin's state government operate more efficiently and effectively.

DATCP Lean Continuous Improvement Goals

1. Standardize, streamline and improve agency processes to increase customer satisfaction and reduce operating costs.
2. Improve the working environment of agency employees by increasing work satisfaction and creating safer working conditions.
3. Change agency culture by engaging staff at all levels of the improvement process to understand how to apply Lean government principles to eliminate waste, save time, standardize workflow and decrease process complexity.
4. Establish a Lean program structure that encourages input and participation from all divisions in continuous improvement and offers clear expectations.

Reporting Results

Staff are encouraged to report all Lean continuous improvement results, large and small, as long as they meet one of these metrics: annual hours repurposed, annual cost saved, annual cost avoided, average lead time reduced, process steps eliminated, stakeholder satisfaction, or one-time cost savings. In Fiscal Year 2018, DATCP reported 13 improvement efforts.

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