

JAY INSLEE
Governor



STATE OF WASHINGTON
OFFICE OF THE GOVERNOR

P.O. Box 40002 • Olympia, Washington 98504-0002 • (360) 902-4111 • www.governor.wa.gov

Jan. 4, 2016

TO: The Honorable Andy Hill, Chair
The Honorable James Hargrove, Ranking Member
Senate Ways & Means Committee

The Honorable Hans Dunshee, Chair
The Honorable Bruce Chandler, Ranking Member
House Appropriations Committee

FROM: Wendy Korthuis-Smith, Director, Results Washington

SUBJECT: Progress report on Lean management strategies

I am pleased to submit the attached progress report, in accordance with section 715, subsection 4 of Engrossed Substitute Senate Bill 6052, which states that:

The office of financial management must compile and transmit a progress report to the appropriate fiscal committees of the legislature at least every six months, beginning January 1, 2016.

We're pleased to report that throughout state government, Lean performance management strategies and principles are being used in a wide variety of ways to improve outcomes, measure results and "find what works" on some of the largest challenges state government faces. Input and ideas from community partners, private-sector experts, clients and customers, as well as between agencies, have all been crucial in helping shape this work.

In addition, line staff, managers and directors at dozens of state agencies are using Lean methods to streamline their own work, involve customers and achieve better quality, avoid costs and deliver services more quickly.

Washington continues to be a national leader in adapting continuous improvement strategies to the public sector. We are sharing our work frequently with other states, researchers and the public. And we are grateful for the input and pro-bono help we've received from dozens of Washington companies and nonprofit organizations in this effort.

Thank you for your interest in this effort to improve government and the lives of Washingtonians. We look forward to reporting further progress and results.

A handwritten signature in blue ink that reads "Wendy Korthuis-Smith".

Cc: The Honorable Jay Inslee
David Schumacher, Director, OFM