

LESSONS IN LEADERSHIP SERIES:



Mar 2013

Lean Transformation: What leaders need to do to lead from the front

FREE ADMISSION For Washington state agency senior leaders

Sponsored by the Governor's Office of
Accountability & Performance in
partnership with:



Please register now to reserve
your seat, we anticipate a full
auditorium.

When

Wednesday, March 20, 2013
1 pm to 4:30 pm

Where

Office Building 2 (OB2)
Auditorium

Parking: 1115 Washington St. SE
Olympia, WA 98504-2445

Register



Click above to register or go to:
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For questions or more
information about Lean, visit
accountability.wa.gov/leadership/lean

Or email:
accountability@gov.wa.gov

"Today we begin a multi-year effort to bring disruptive change to Olympia, starting with the very core of how we do business."

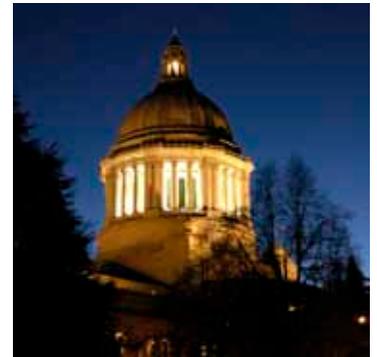
"In the weeks to come, I will be taking action to transition to a results- and data-driven government, with continuous quality improvement, employee engagement and clear accountability."

"It's about instituting a cultural shift that will endure well beyond my administration."

—Governor Inslee, Inaugural Address

Session Overview

Lean is far more than process improvement. It is a philosophy, methodology, and toolset that changes the fiber of an organization. Its purpose is to eliminate confusion, waste, and fear so employees on the frontline have the authority and the skills to effectively innovate. This session will focus on the seven actions leaders must take to transform their agencies by embedding Lean as its cultural and operational foundation.



Marcie and the Department of Retirement Systems (DRS) leaders have been working with John Bernard to implement the agency's Now Management System. This presentation describes the rationale for a Lean management system and Lean leadership competencies. As Marcie Frost, co-presenter with John Bernard, says, "This is changing how we perform and is having significant impact on connecting every employee to our success."

About Our Presenters

Marcie Frost, Director, Department of Retirement Systems

As Director of DRS, Marcie Frost is responsible for strategic leadership and planning, as well as operations management. Her background includes senior leadership responsibilities in human resources, information technology and public pension administration. Marcie has more than 20 years of public and private sector experience with an emphasis in successfully navigating the challenges and opportunities of today's financial organizations.



John Bernard, Founder and Chairman, Mass Ingenuity

John is the author of the best-selling book *Business at the Speed of Now*, a top-rated speaker for the Conference Board, and a columnist for *Governing*. Early in his career John studied under Toyota's Shigeo Shingo and W. Edwards Deming. As the architect of the NOW Management System®, John has been applying Lean to the work of management for over 30 years. The System is an enterprise performance management framework that embeds Lean into the fiber of an organization. In addition to Washington DRS, the system has been implemented in nine Oregon state agencies. That success led to John serving as



a subject matter expert to Governor Inslee's transition team on government transformation and was the principal author of the committee's recommendations.

