

# Event Schedule & Agenda



Washington State Government  
**LeanTransformation  
Conference**

Greater Tacoma Convention & Trade Center  
October 15-16, 2013

## Day 1 – Tuesday, October 15

8:00 Registration

9:00 Welcome, *Exhibit Hall B*

9:15 Opening Remarks by Governor Jay Inslee, *Exhibit Hall B*

9:45 Keynote Presentation by Sarah Patterson, Virginia Mason Medical Center, *Exhibit Hall B*

11:00 Lunch – or – Breakout Sessions

From Taxis to Bus Routes: Creating an Integrated Delivery & Removal System, *Ballroom A*  
Rapid Office Kaizen: a Lean “quick-start” for government, *Ballroom BC*  
Courage, Humility and Kaizen: The Key Elements of Lean, *Ballroom D*  
Employee Driven Performance Excellence; Managing the Hearts and Mind, *Room 318*  
The Neuroscience of Continuous Improvement: Why continuous improvement is so hard and what to do about it, *Room 316*  
Lean Culture: What is it? Why do we want it? How do we get it?, *Exhibit Hall B*

12:15 Lunch – or – Facilitated Networking Session, *Exhibit Hall B*

1:30 Results Washington Overview by Wendy Korthuis-Smith, *Exhibit Hall B*

2:15 Breakout Sessions

Lean Daily Management, *Ballroom A*  
Lean for Knowledge Workers Using Personal Kanban, *Ballroom BC*  
The 7 Wastes, *Ballroom D*  
Agile 101 & Lean IT, *Room 315*  
Are Middle Managers Really the Biggest Obstacle to Lean?, *Room 316*  
The Six Critical Questions Every Organization Must Be Able to Answer, *Room 317*  
Improving Hospitalized Patients’ Experience Through Physician Work Flow, *Room 318*  
Personal Productivity: Reducing waste in your personal value streams, *Room 407*  
Connecting Your Agency to Results Washington, *Exhibit Hall B*

3:15 Break

3:30 Breakout Sessions

Lean Transformation Case Study: Lessons Learned from Year One of the Washington State Employment Security Department’s Lean Deployment, *Ballroom A*  
Developing People through Continuous Improvement, *Ballroom BC*  
Leadership Awareness – the Role of a Lean Leader, *Ballroom D*  
Successful Organizational Culture Drives High Performance, *Room 315*  
Hierarchical Mapping, Discovery and Driving to Root Cause, *Room 316*  
Maldi-Tof: Rapid Bacterial Identification & Saving Lives in the Clinical Laboratory!, *Room 317*  
UW Finance & Facilities’ Engine of Change: The Idea System, *Room 318*  
Enterprise Alignment through a Strategy Deployment Process, *Room 407*  
Growing a Coaching Culture: Leading Continuous Improvement, *Exhibit Hall B*

4:30 Closing Remarks, *Exhibit Hall B*

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## Day 2 – Wednesday, October 16

8:30 Welcome, *Exhibit Hall B*

8:45 Keynote Presentation by Paul Akers, FastCap, *Exhibit Hall B*

10:00 Breakout Sessions

Leadership Awareness – the Role of a Lean Leader, *Ballroom A*  
Transforming a Professional Office with “Intelli-lines” and Daily Management Systems, *Ballroom BC*  
Courage, Humility and Kaizen: The Key Elements of Lean, *Ballroom D*  
Personal Productivity: Reducing waste in your personal value streams, *Room 315*  
Employee Driven Performance Excellence; Managing the Hearts and Minds, *Room 317*  
Agile 101 & Lean IT, *Room 316*  
Enterprise Alignment through a Strategy Deployment Process, *Room 318*  
Hierarchical Mapping, Discovery and Driving to Root Cause, *Room 407*  
Lean Culture: What is it? Why do we want it? How do we get it?, *Exhibit Hall B*

11:15 Lunch – or – Facilitated Networking Session, *Exhibit Hall B*

12:30 Lunch – or – Breakout Sessions

Applying Lean Principles to a Modern Office, *Ballroom A*  
The A3 Approach for Problem Solving, *Ballroom BC*  
On the Field Leadership: Transforming People and Process, *Ballroom D*  
Making Standard Work Stick using Training Within Industry (TWI), *Room 316*  
The 7 Wastes, *Exhibit Hall B*

1:45 The Enterprise Services Lean Journey *So Far*, *Exhibit Hall B*

2:45 Breakout Sessions

Lean Transformation Case Study: Lessons Learned from Year One of the Washington State  
Employment Security Department’s Lean Deployment, *Ballroom A*  
Public and Private Sector Successes and Examples Using Lean Tools and Processes, *Ballroom BC*  
Lean Daily Management, *Ballroom D*  
The Six Critical Questions Every Organization Must Be Able to Answer, *Room 318*  
Facilitation Skills for Lean Practitioners, *Room 316*

4:00 Closing Remarks, *Exhibit Hall B*