

May 29, 2014 9:00-11:00

Goal Five: Effective, Efficient and Accountable Government Results Review

Time	Topic	Participants
9:00 – 9:05	Welcome and Agenda Review	Wendy Korthuis-Smith
	Governor's Opening Remarks	Governor Jay Inslee
9:05 – 9:10	Meeting Overview	Rob St. John, Director, Consolidated Technology Services
9:10 – 9:40	Employee Engagement	Tracy Guerin, Deputy Director, Office of Financial Management Ron Marshall, Human Resources Director, Employment Security Ginger Bernethy, ES Program Coordinator 3, Employment Security Department / Chief Shop Steward for Local 443 ESD Bargaining Unit Lewis Woods, Director of Public Employment Relations Commission (PERC) Activities, Washington Federation of State Employees
9:40 – 10:00	Lean Engagement	Darrell Damron, Enterprise Lean Consultant, Results Washington Rick Garza, Director, Liquor Control Board Jacob White, Risk Manager, Liquor Control Board Alison Chadez, Public Records Coordinator, Liquor Control Board
10:00 – 10:25	Customer Satisfaction	Joel Sacks, Director, Labor and Industries Kevin Penberthy, Industrial Insurance Audit Supervisor, Labor and Industries Ron Langle, Customer Relationships Manager, Labor and Industries Bambi Sotak, Claims Adjudicator, Labor and Industries
10:25 – 10:45	Timely Service Delivery	Pat Kohler, Director, Department of Licensing Alexandra Kasuke, Customer Judy Manduley, Supervisor, Vancouver Licensing Office, Department of Licensing
10:45 – 10:55	Governor Q & A	Governor Jay Inslee
10:55 – 11:00	Closing and additional questions/comments	Wendy Korthuis-Smith