



May 2015

## August and September training courses announced, along with curriculum and registration updates

The Minnesota Office of Continuous Improvement (CI) is pleased to announce a fresh batch of training sessions for the months of August and September. You can register for these courses starting now, but will need to follow a new registration process to do so.

As you prepare to register, also make note of some recent changes and enhancements to Office of CI training curriculum. All the details about these changes can be seen below.

### Registering for Training

Going forward, registrants will sign up for Office of CI training courses using the State of Minnesota's Enterprise Learning Management (ELM) tool. ELM has taken hold as the State's standard tool for training registration and tracking. With ELM, employees have a record of their various training exploits. In other words, all of the training courses you complete will stay with you. This will mark a significant improvement in how we track training participation, particularly with our state agency trainees, whose training activity will now carry over if they move to a job at another agency.

State employees can access ELM within the [Employee Self Service portal](#), where timesheets, pay stubs, and other employee resources are accessed. Non-state employees should email [lean@state.mn.us](mailto:lean@state.mn.us) to request an ELM account.

In either case, training courses can be accessed by clicking "Learning" on the main menu of Self Service. From there, you can search or browse the training catalog. When browsing, Office of CI courses are listed under the "Business Skills" category. When searching, use the search term "improvement" to see all Office of CI courses. You can find additional support on the [Registration page](#) of our website.

### Training Changes Starting in August

With the introduction of our new registration process also come some changes to training curriculum. To summarize:

- We are launching a new introductory online training titled "CI 101." This short, interactive course will be a prerequisite for all other Office of CI training. Because it is a prerequisite, you'll

#### Inside this issue

[New Training Dates and Registration Changes](#)

[CI User Group Update](#)

[Customer Feedback Drives Improved Parking Services](#)

[Upcoming Training & Events](#)

#### Opportunities to Innovate?

[The Google Government Innovation Lab recently announced its intent to partner with six jurisdictions in 2015. Learn more in \[Government Technology's full report\]\(#\).](#)

need to enroll in the course via ELM, but it can be completed in about six minutes from the comfort of any computer.

- Kaizen Facilitation training will not be offered on a regular basis, but will be provided by request, with minimum enrollment sizes.
- Our Problem Solving course is undergoing a minor transformation, reflected in its new name Problem Solving Tools. While the content of the course will be much the same, the course will be restructured into a more hands-on format.

For more information about these training updates, check out the [Training section](#) of our website. You can see the newly announced training dates in the Upcoming Events sidebar below, or on our website's [Calendar page](#).

---

## The CI User Group is Back (Sort of) – Join us for Minnesota's Public Sector CI Community of Practice

After a handful of months away, our Continuous Improvement (CI) User Group returns later this month, if not in the exact form you remember it.

We've joined forces with the Local Government CI Community of Practice coordinated by Dakota County to form one combined group, now known as the Minnesota Public Sector CI Community of Practice.

The first meeting of the new Community of Practice will take place on Wednesday, May 27 from 1 to 4 p.m. at the [Maplewood Public Library](#).

The session will feature short presentations from CI pros, small group discussions, and more. Going forward, the group is expected to hold sessions about four times yearly.

Employees from all levels in city, county, and state government are invited to participate. Whether CI is in your job title or just part of what you do, we hope you'll join us for this great opportunity to network, share, and learn!

You can register to attend on the [event page](#), and stay tuned for future Community of Practice meetings and news on [our website](#).

### Upcoming Training & Events

**May 27**, CI Community of Practice, [RSVP](#)

**June 9**, Intro to CI, [Register](#)

**June 9**, Problem Solving, *Full*, [\(Waitlist\)](#)

**June 10-11**, Kaizen Facilitation, *Full*, [\(Waitlist\)](#)

**Aug. 4**, Intro to CI

**Aug. 4**, Problem Solving Tools

**Aug. 11**, Process Improvement Measurement

**Aug. 18**, Leading and Supporting CI Projects

**Sept. 1**, Intro to CI

**Sept. 1**, Process Improvement Measurement

View all Lean events at [mn.gov/CI](http://mn.gov/CI)

Register via Enterprise Learning Management within the [Employee Self Service portal](#).

---

## Voice of the customer guides Department of Admin efforts to improve parking services

In the months ahead, many state employees and visitors to the Minnesota State Capitol area will begin to notice some improvements made to parking processes and facilities managed by the Minnesota Department of Administration (Admin).



Admin is leveraging continuous improvement (CI) principles to enhance the parking services it provides for the Minnesota State Capitol area. More specifically, Admin has consistently looked to the voice of the customer, actively seeking customer feedback to guide its work.

The main element driving Admin's improvement efforts is the development of a new database to power parking processes. While this component is in the works behind-the-scenes, many of Admin's planned improvements will have a noticeable impact for parkers.

For starters, parkers in select ramps will have the ability to swipe their employee badge to enter a ramp. This will eliminate the need for separate car hang-tags, which can cause headaches if employees lose their tag or drive more than one car. This badge entry can also help Admin track parking usage and do more informed planning with regard to parking availability and waitlists. Ramp F adjacent to the [Transportation Building](#) was the first facility equipped with this functionality, and others will be added down the line.

Another tool Admin hopes to eventually launch is an electronic form for parking contracts. This would replace the current paper forms, which require employees to visit Admin's parking office in person to secure a parking space.

These are just a couple of the changes Admin is working toward, and as noted above, customer feedback has been considered every step of the way. An Admin customer satisfaction survey from 2014 provided the first source to consult. A random sample of nearly 100 parkers provided feedback as part of that survey, which covered all of Admin's various services. More recently in April 2015, Admin issued a survey specifically about its building management, grounds keeping, and parking and transportation services. This survey has been completed by over 4,200 people to date, providing a surge of new data Admin can review to better understand customer attitudes about parking.

While Admin is facing some emerging challenges related to parking availability, demand, and costs, these efforts are ensuring that customers get the best value possible from Admin's parking team. As we look forward to new and improved parking services on the horizon, customer feedback and CI tools are helping make it possible.

---