

**Activity Description**

The Office of Enterprise Performance Improvement reflects the department's and state government's increased emphasis on improving organizational performance. The office has four primary purposes:

- ◆ Help all cabinet level agencies develop the knowledge and skills to create an integrated continuous improvement philosophy and infrastructure using the time-tested Lean approach to organizational improvement;
- ◆ Assist agencies in identifying key systems and process improvement opportunities, and provide support, including training, resources, and expertise to define and implement solutions to improve the efficiency and effectiveness of their business processes; and
- ◆ Provide a reporting mechanism, available in real-time, to monitor and display the performance and status of improvement efforts within individual state agencies.
- ◆ Simplify the business processes of government for citizens and employees.

**Activity at a Glance**

- ◆ Provided Lean training to more than 250 state agency staff during FY 2008;
- ◆ Facilitated 15 Kaizen (rapid improvement events) in ten agencies to reduce costs, processing time, and improve quality;
- ◆ Developed an Enterprise Lean website that is being used to monitor and report on results, share information, and serve as an online library for teaching tools, and training materials.
- ◆ Provides leadership, coordination, and support for reporting state agency goals, priorities, and progress to the public via the Department Results website (Accountability Minnesota beginning October 2008).

**Population Served**

These activities serve the citizens of Minnesota through enhanced or re-engineered processes that reduce processing time, improve efficiency, reduce cost, and improve quality.

**Services Provided**

*Lean Methodology Training* – to provide training to interested state leaders and staff within all cabinet-level departments to help them understand Lean continuous improvement methods and how they can be implemented within their agency.

*Kaizen Improvement Event Facilitation* – to provide Kaizen (rapid process improvement events) facilitation for key service processes within state agencies to improve the speed, accuracy, efficiency, and customer service of those processes.

*Continuous Improvement Infrastructure* – through training, coaching, and material support, develop the infrastructure and culture within each agency to sustain and expand initial continuous improvement efforts.

*Reporting of Results* – Publish online, the results of individual improvement efforts completed by each agency.

*Sustainment of Results* – Monitor and report on sustainment of these improvements through the collection and dissemination of data, and implementation of action plans.

*Coordination with Other Public Agencies* – Share and compare efforts and results with government agencies in other states, and other levels of government, to benchmark results, and learn from other efforts.

*Department Results Reporting* – Assists 25 cabinet-level agencies with reporting goals, measures, and performance through the Governor's Results website, including requesting, organizing, and publishing information from each of the agencies.

*Enterprise Synchronization* – Work across state enterprise to develop or improve common processes, procedures, and policies, with the objective of simplifying government business processes for citizens and employees.

## ADMINISTRATION DEPT

**Program:** GOVT AND CITIZEN SERVICES

**Activity:** ENTERPRISE PERF IMPROVEMENT

Narrative

### Key Program Goals

- ◆ The office will be a role model of customer service by being responsive, flexible, and reliable in anticipating and providing customers with the best products, and services possible.
- ◆ All appropriate continuous improvement tools will be utilized in assisting agency leaders and staff in bringing innovative approaches to defining and managing key business processes. By the end of calendar year 2010, all cabinet level agencies will become involved in Lean improvement activities.
- ◆ Through the use of Lean and other process improvement tools, assistance will be provided to agencies in identifying and improving processes that cross agency boundaries, improving enterprise efficiency, reducing redundancy, and improving processing time.

### Key Measures

The following can be considered programmatic measures of success:

- ◆ All cabinet-level state agencies will have staff trained, and utilizing Lean process improvement tools within their individual agencies;
- ◆ All state agencies will have invested time, money, and priority in supporting or creating internal expertise and structure into the sustainment and growth of a continuous improvement program within their agency.

### Activity Funding

This activity is funded through a general fund appropriation.

### Contact

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**ADMINISTRATION DEPT**

**Program: GOVT AND CITIZEN SERVICES**

Activity: ENTERPRISE PERF IMPROVEMENT

Budget Activity Summary

<i>Dollars in Thousands</i>					
	<b>Current</b>		<b>Forecast Base</b>		<b>Biennium</b>
	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>	<b>FY2011</b>	<b>2010-11</b>
<b><u>Expenditures by Fund</u></b>					
<b>Direct Appropriations</b>					
General	234	436	335	335	670
<b>Statutory Appropriations</b>					
Miscellaneous Special Revenue	124	0	0	0	0
<b>Total</b>	<b>358</b>	<b>436</b>	<b>335</b>	<b>335</b>	<b>670</b>
<b><u>Expenditures by Category</u></b>					
Total Compensation	190	161	161	161	322
Other Operating Expenses	168	275	174	174	348
<b>Total</b>	<b>358</b>	<b>436</b>	<b>335</b>	<b>335</b>	<b>670</b>
<b>Full-Time Equivalents (FTE)</b>	<b>2.2</b>	<b>1.9</b>	<b>1.8</b>	<b>1.8</b>	