Fiscal Year 2018 Report

Continuous Improvement is:

Culture

Capacity

Results

- 96% of Cabinet-level agencies worked with us on problem solving continuous improvement projects, consulting, or specialized training. (same as 2017)
- 88% of Cabinet-level agencies engaged with us to learn how to create a culture of continuous improvement and innovation. (+ 6% from 2017, more than 480 managers/supervisors)

- 27% increase in training feedback survey response.
- 12.5% increase in agency-requested or leadership training attendance.
- 26% increase in state agency staff trained via agency-requested custom training.
- 80%+ consistent satisfaction score 2017 and 2018.

- 71% of Cabinet-level agencies participated in the 2017 Governor’s Better Government Awards (+6%), nominating a near-record 60 projects.
- 16% increase in participation in the biennial CI Index, a comprehensive survey of all Cabinet-level agencies about their culture of innovation and improvement.

What's Next?

We are implementing work in these key focus areas in the next fiscal year:

- Revising our Design Thinking course
- Creating a new Building a Culture of CI course open to all managers and supervisors
- Developing a new partnership for a government-sector CI Community of Practice

Thank you!

Thanks to our customers, colleagues, and friends for a great year!

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