



## RESULTS: FISCAL YEAR 2019

(July 1, 2018 – June 30, 2019)



Increase in training course rating by attendees to 3.39 on 4.00 scale

745

State, county, local, and federal employees trained

6

Projects with three agencies implemented improvements

100%

All managers and supervisors from the Department of Administration trained in how to build a Culture of Continuous Improvement, creating the conditions for success with their teams.

20

Key best practice connections including the US Airforce, South African Department of Telecom and Postal Service, US Dept. of Agriculture, National Association of State Chief Administrators (NASCA), and multiple US states and local government agencies

*“Continuous Improvement is a capability, not a strategy – demand for our training and problem-solving services delivered strong enterprise-wide results”*

Joe Raasch, Director, Minnesota Office of Continuous Improvement

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