From Our Office

2018 Governor's Better Government Awards Winners!

Congratulations to the winners of the 2018 Governor’s Better Government Awards! The award ceremony took place at the Veterans Affairs Building in St. Paul, on Thursday, December 13. This year’s winners are:

- **Great Customer Service**
  - The Department of Public Safety’s [Bureau of Criminal Apprehension](#): Improving Drug Evidence Analysis

- **Great Place to Work**
  - [The Metropolitan Council](#): Employee Recognition Program and Diversity Outreach

- **Great Results**
  - 
These awards recognize the incredible work done by Minnesota state employees every day. Congratulations to the winners, finalists, and to all those who submitted nominations in 2018!

The Continuous Improvement Advisory Council reviewed and rated all 34 nominations and selected the top ten finalists, from which the Governor’s Office selected the winners. In addition to the winning projects, the other outstanding finalists were from the Departments of Human Services, Health, and Transportation.

“Over the last eight years, we have worked hard to make state government work better for the people of Minnesota,” said Governor Mark Dayton. “I thank the many dedicated state employees who have delivered better, faster, more efficient services. Their many achievements have helped the State of Minnesota earn our distinction as the #1 Best-Run State in the nation.”

You can read the official press release here: https://mn.gov/admin/media/news/#/detail/appId/1/id/362319

Our continuous improvement program has met and conquered many challenges the past eight years. Thanks to the support of the Governor’s Office and Legislature, state employees completed more than 500 projects across Minnesota. Here are some highlights of improvement accomplishments state employees implemented as part of Governor Dayton’s Better Government initiative: https://mn.gov/admin/continuous-improvement/results/governors-awards/

As we complete the administration transition, and begin our work with incoming Governor Walz, Lt. Governor Flanagan, and One Minnesota, we know that our best times and biggest challenges are ahead of us. We hope you will continue to follow us on our journey!

EVER FORWARD!
Tool Spotlight

Are you currently exploring potential process changes and want to understand what impact they may have on your customer’s experience? Try making a task flow analysis! This tool is a step-by-step analysis of how a user interacts in a system to reach a goal and explore the tasks and decision points your customers need to receive your organization’s services.

CI News

- What do you think of when you hear the word “bias?” This article explores how to train our brains away from our cognitive biases.

- Do you want to learn how to measure your impact? How to deeply understand your customers? If so, check out this free, five-week training course provided by Acumen Lean, on “Lean Data Approaches to Measure Social Impact.”

- What is the “secret sauce” for workplace innovation? Take 10 minutes to read this article that addresses five conditions that foster an innovative work culture.

This Quarter's Long Read

- Why Curiosity Matters, by Francesca Gino

Don’t Miss

Sign up and learn time-tested CI methodologies and tools that will help you to solve problems that improve work processes and service quality for all Minnesotans!

For our upcoming trainings we have our Process Improvement Measurement training on Wednesday, January 9th. Our January session for Human-centered Design in CI is full. Check here in late January to register for the March sessions.

Our training courses are designed to provide you with the skills you need and can easily put into action:

- The Introduction to CI course teaches you the basics of CI and helps you put them into action. The course is a hands-on intro with the tools and terminology of continuous improvement.

- The Problem Solving course teaches you to identify the root cause of a process problem so you can develop efficient and effective solutions.
• The **Process Improvement Measurement** course teaches you some techniques to identify and collect the process measures and data you need.

• The **Human-centered Design in CI** course teaches you a few tools from Human-centered Design (HCD) to help create innovative solutions for problems by understanding the people who experience them.

With all of these courses you can take the knowledge and skills you learn back to your workplace and implement changes. These efforts have real results, saving resources and staff time, while improving the quality of services to all Minnesotans.

For more information and to register for these or other upcoming trainings visit our [registration page](#)!

**Minnesota state agencies: Can't make one of our scheduled trainings? We'll come to you! You provide the space, date, and at least 20 participants, and we'll bring the training!**

### We want to connect with YOU!!

- Follow [@CI_Minnesota](#) to keep up with CI news and examples of people using continuous improvement tools to "solve problems that change lives."

- Yammer

- [Our CI Linkedin page](#)

Stay Connected with the Minnesota Office of Continuous Improvement: