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Bend the Curve CIP-News - May, 2011

Bend the Curve Continuous Improvement Practitioners

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#1 *It's not a business but*

— *Walter E. Lowell*



What makes government like a business and what makes it not like a business?

Let's start with the "not like".

First on the list for me is that I do not come to work to get rich, a fitting statement in this time of fiscal constraint.

My Dad, were he alive, would remind me of this fact routinely, as in "You should write romance novels, the pay's better". He liked that word 'should'.

He always wondered why I was doing what I was doing in State government.

I am sure -- well, pretty sure -- he was proud of the work that I did, or rather still do. It's just he had a problem where I did it (i.e. in government). He would, of course, retort that if I did any work at all he would be surprised. We still miss you, Dad.

My Dad worked in the paper mills in Maine for most of his life and so did my Mom.

They were hard-working people and like most Mainers of the day made a fair living and provided my two brothers and me with all that we needed to be happy.

As working class Mainers, they felt that the less government the better -- at least my Dad felt that way.

My Mom felt government was important to help those less fortunate than us and also to keep people from, well, not being nice to each other. With four 'men' in the house she had an interesting perspective on that and was always concerned about keeping the peace. And at 5'2" she was pretty good at it.

All this to say my Mom, so it seems, had a greater influence on my occupation than my Dad.

Like most Americans they hoped that their son(s) would be successful, which generally meant at the time they would make a lot of money. It's a

May 2011

Volume 6, Issue 5

Inside this issue:

| | |
|--------------------------|-----|
| 2011 Lean Systems Summit | 2-3 |
| Printed & Other Matters | 4 |
| Schedule of Lean Events | 5 |
| CI-P Listing | 6 |

Special points of interest:

- Next Clinicals
 - > June 17
 - > July 15
- Check out *Printed Matters*



— *Cont'd on page 5*

**The Lean Collaborative invites you
to a special event:**

2011 Lean Systems Summit

Where Government, Services, and Manufacturing Meet

**Friday, August 12, 2011
Eastland Park Hotel, Portland, Maine**

*Collaboration and Innovation in
Achieving Operational Excellence
through Lean*

Join private and public business leaders for a day to discuss collaboration, innovation, and using Lean continuous improvement principles and methods to improve organizational effectiveness. The Summit will include speakers and 15 informational workshops across healthcare, services, government, education, manufacturing, and other businesses on how Lean leaders and practitioners are using Lean to change their culture and improve their way of doing business.

There will also be pre-Summit events on Thursday, August 11th, including Maine MEP's experiential workshop, *Lean 101: Understanding the Fundamentals of Lean Processes*.

In addition, we hope you will join us Thursday evening at a networking gathering at the Top of the East.

Registration

2011 Lean Systems Summit – Only – August 12

Now through July 13 - \$150 per person

After July 13 thru August 5 - \$200 per person

For more information & to register: <http://www.mainemep.org/events.html>

2011 Lean Systems Summit – August 12, 2011

Agenda

7:15 a.m. - 8:00 a.m. Continental Breakfast & Registration

8:00 a.m. Welcome

8:15 a.m. - 9:00 a.m. Plenary Speaker

9:15 a.m. – 10:30 a.m. Workshops

10:30 a.m. – 10:45 a.m. Break/Refreshments

10:45 a.m. – 12:00 noon Workshops

12:00 noon Lunch

1:00 p.m. - 2:00 p.m. Keynote Speaker

2:00 p.m. – 2:15 p.m. Break/Refreshments

2:15 p.m. – 3:30 p.m. Workshops

3:30 p.m. – 3:45 p.m. Break/Refreshments

3:45 p.m. – 4:45 p.m. Closing Speaker

4:45 p.m. Wrap-Up

5:00 p.m. Adjourn

Thank you to the Sponsors: the Maine Manufacturing Extension Partnership, Jotul North America, Lonza – Rockland, and Geiger.

For sponsorship opportunities for this event and more information, please contact:

Walter Lowell at 207-287-4307 or walter.lowell@maine.gov

-- or --

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#1 *It's not a business but ...* (cont'd from p. 1)

great deal of what America seems to be about, then and now.

I was later to learn that the road to owning a condo in Maui does not reside in working for State government.

Even though we hear the stories of the Californian State worker who took a virgillion dollar retirement package — the news loves to report these guys, I suspect most government retirees are way over on the other end of the spectrum, just worried to make ends meet.

Nowadays I sound like my Dad when I tell my kids if they want to make money not to work for government, any government, well maybe the Feds since they pay so much better.

Sad in a way I guess, but working in government is not just about the money is it?

We are called Civil Servants for a reason.

And as a Servant, there is even more to deal with than just money.

Nowadays, it seems folks here in Maine, and it seems across the nation, would pretty much like to get rid of government altogether. Even I find myself listening more closely to Ron Paul.

I recently heard a neighbor say that we should just get rid of DHHS completely.

Knowing full well the bashing that was about to come, I agreed completely and said, since I am an insider, that 'they' were planning on merging it with the Department of Marine Resources.

I got a muffled laugh and they got the message.

No, the abuse is not fun either. Few State workers anywhere feel the 'love'. It's a tough job in the best of times.

Ken Miller has a way of making all things government simple and clear, which

Printed & Other Matters

Does *continuous improvement* or the idea of *putting good people in bad systems and getting bad results* sound familiar?

Take a look at this article about Chesley Sullenberger.
It's also in the June 2, 2011 *Kennebec Journal*.

<http://www.postandcourier.com/news/2011/jun/02/hero-pilot-takes-cbs-news-post/>

#1 It's not a business but

(cont'd from prior page)

I suspect is because he's a Mid-westerner and they have fewer hills and trees to block their vision.

In his new book, *Extreme Government Makeover* (required reading by-the-way for all CI-Ps), he sets forth these three principles:

- 1) The work of Government is noble.
(*I like the sound of that.*)
- 2) The workers are amazing.
(*That too!*)
- 3) The systems are a mess!
(*Amen.*)

I think when pushed most Mainers would agree with #1. I know my Mom would.

But #2?

I want to believe they would believe it, but #3 just keeps getting in the way.

Which brings us right back to *Bend-the-Curve* and why we CI-Ps do what we do.

We know #3 is true, and as CI-Ps we also know what to do about it, if we can find anyone who will listen. A big 'if' as it turns out.

— Walter

BTC Lean Events

| Date | Time | Topic | Location | Contact |
|------------|-----------|---------------------------------------|---------------------|-------------|
| June 6-10 | 8:15-5:00 | DOP 1-USM-LAC | LAC, Lewiston | WL/AD/MD/JK |
| June 17 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| June 28-29 | 4 hrs. | Miller Workshops (<i>tentative</i>) | Augusta Armory | WEL |
| July 15 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| Aug 11-12 | 8-5 | 2011 Lean Systems Summit | Portland, ME | WEL/JK |
| August 19 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| Sept. 16 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| Sept 19-23 | 8:15-5:00 | DOP 1-7 (<i>tentative</i>) | 221 State, Lean Lab | WL/AD/JR/JK |
| Oct. 21 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| Nov. 18 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |
| Dec. 5-9 | 8:15-5:00 | DOP 2-3 (<i>tentative</i>) | 221 State, Lean Lab | WL/AD/JR/JK |
| Dec. 16 | 8:15-4:30 | Clinical Supervision | 221 State, Lean Lab | WEL/ASD |

* To add or see more events or detail, go to the Bend the Curve Calendar in Outlook's Public Folders.



Department of Health
and Human Services
Maine People Living
Safe, Healthy and Productive Lives

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

The primary purpose of the *Bend the Curve* Team is to provide support, consultation, assistance, and leadership in continuous improvement approaches and activities for State staff, work teams, and leaders as they seek to continually improve their work culture, systems, processes, and environments – in order to meet the mission of Maine State government and the expectations of Maine citizens.

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We're on the net !
<http://www.maine.gov/dhhs/btc>



**Continuous Improvement Practitioners:
BTC Intervention Facilitation Status**

| DHHS | | DOL | | DAFS | |
|-------------------------------------|-------|--------------------------------------|--|-----------------------|-------|
| Kate D. Carnes | C-L | Jorge A. Acero | I-O | Wendy Christian | I-O |
| Nancy Cronin | C-O | Michael T. Brooker | I-O | Rebecca S. Greene | I-L |
| Marcel Gagne | LCL | Deidre A. Coleman | I-O | Lyndon R. Hamm | I-LCL |
| Julita Klavins | L | Joan A. Cook | L | Billy J. Ladd | I-LCL |
| Don Lemieux | C-O | Merle A. Davis | L | Maayan L. Lahti | I-O |
| Muriel Littlefield | C | Eric Dibner | O | Michaela T. Loisel | I-L |
| Walter E. Lowell | L | Peter D. Diplock | O | Henry B. McIntyre | O |
| Jerrold Melville | O | Brenda G. Drummond | I-O | Gloria R. Payne | I-O |
| Ann O'Brien | L | Anita C. Dunham | I-LCL | DOT | |
| Cheryl Ring | C-LCL | Karen D. Fraser | I-L | Michael Burns | C-O |
| Anne Rogerson | O | Timothy J. Griffin | L | Jessica Glidden | I-O |
| Terry Sandusky | L | Gaetane S. Johnson | I-O | Rick Jeselskis | I-O |
| Bonnie Tracy | C-O | Michael J. Johnson | O | Robert McFerren | I-O |
| Sec. of State-BMV | | James J. McManus | I-LCL | Sam McKeeman | C-O |
| Scott Thompson | O | Scott R. Neumeyer | I-O | Jeffrey Naum | I-O |
| OPEGA, Legislature | | Bruce H. Prindall | I-L | Mark S. Tolman | I-O |
| Matthew K. Kruk | I-O | John L. Rioux | L | DEP | |
| Univ. of Maine | | Sheryl J. Smith | C | Carmel A. Rubin | I-O |
| Kim Jenkins | O | | | | |
| Community – Private Sector * | | | | | |
| Rae-Ann Brann* | I-L | Jane French* | I-L | Alicia Kellogg* | I-O |
| Stephen C. Crate* | I-O | James Fussell* | I-L | Jack Nicholas* | I-O |
| Arthur S. Davis* | L | Kelly Grenier* | LCL | Clough Toppan* | LCL |
| Nancy Desisto* | L | Town of Durham, New Hampshire | | | |
| | | David Kurz | I-O | Steve McCusker | I-O |
| | | Michael Lynch | I-O | Todd Selig | O |
| * Community CI-P | | | | | |
| | | I - Inactive | C - "Champion for Lean" - not facilitating | | |
| L - Lead | | LCL - Learning Co-Lead | | O - Learning Observer | |

More Miller workshops & next DOP 1 scheduled !

Additional workshops with Ken Miller are being planned. We'll keep you posted.

The introductory week-long CI-P Bronze level training DOP 1 is scheduled for June 6-10 for USM-LAC staff.

You can also check the Bend the Curve Calendar in Outlook's Public Folders & come to the planning meetings for Clinicals and other events.