

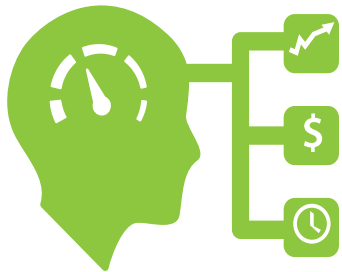


# Office of the Washington State Auditor

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## Performance Center

The Performance Center is a resource for local governments that need to solve problems, reduce costs and improve the value of their services to citizens



Lean and Performance Management Services



- Foundational Development*
- Lean Academy*
- Sustainable Culture*



Financial Management Services



- Financial Intelligence Tool (FIT)*
- Technical Assistance*
- Resources and best practices*



Government Support



- Government Performance Consortium*
- Online Training Library*
- Partnerships*



- Facilitation



- Support



- Training



### ***Foundational Development***

For governments who are interested in learning more about Lean and what it can do for their organization or are unsure they are ready to start their Lean process improvement work. Our Lean Specialist introduces Lean methodology, principles and tools for getting started. We can help by providing leadership and staff training, facilitated discussions that clarify your organizational priorities and project selection, and/or customized process evaluation and gap analysis.



### ***Lean Academy***

For governments with some understanding or experience of Lean process improvement work and want help running a new project. Once you have decided you want to improve one or more of your government’s processes, our Lean Specialist will guide you through the work required to accomplish a successful project. We provide executive and team training as well as facilitation and support for your project, from the start of planning through implementation and follow-up.



### ***Sustainable Culture***

For governments that have completed a Lean process improvement project and have shown success implementing team-developed proposals. We provide more in-depth training, mentoring and guidance that can help ensure Lean thinking becomes part of your government’s organizational culture.



### ***Financial Intelligence Tool (FIT)***

FIT was developed by our Office to help local government officials assess and monitor their financial situation; it is an online interactive program that displays historical financial information in a trend format, with graphs and charts that allow for easy analysis.



### ***Technical Assistance***

We provide assistance for local governments that may need more information related to the financial process. A member of the Center is available to answer questions and provide guidance to help local governments improve their performance.



### ***Resources and best practices***

To help local governments with a variety of topics and best practices, we offer information on our website. Some examples of available resources and checklists are: Checklist for Preparing Cash Basis Financial Statements, Checklist for Accounting Standards Changes, Internal Controls Checklist for Local Governments, resources, Cost allocation best practices, etc. Email us at [performance@sao.wa.gov](mailto:performance@sao.wa.gov) with suggestions for additional resources.



### ***Government Performance Consortium***

An exciting opportunity for local governments to join others in Washington who are ready to take their government operations to the next level; a network of highly skilled government officials and experts looking for ways to improve government.



### ***Online Training Library***

We offer free, regularly updated training on our website to local government elected officials, managers and staff who want their organization to improve its performance, financial management, customer satisfaction and/or transparency. Training idea? Email: [performance@sao.wa.gov](mailto:performance@sao.wa.gov)



### ***Partnerships***

We partner with local government associations to provide resources and trainings.

Ready to contact the Performance Center? You can reach us at (360)725-5621 or email us at [performance@sao.wa.gov](mailto:performance@sao.wa.gov)