From: Bailey, Joanna (SAO)
To: Ferrer-Santa Ines, Jennifer
Cc: Tippett, Jennifer; White, Kristine; Walter, Heidi (SAO)
Subject: Lean follow-up
Date: Thursday, June 8, 2023 10:23:00 AM
Attachments: image001.png
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Silvia_Reportout.jpg

Hello Jennifer (FSI), please feel free to share this email with the team, as you see fit.

Thank you for the opportunity to assist your team to improve the certificate of insurance compliance process. As promised, please see the attached photos of everyone in action (!) during their report out. Everyone did a terrific job articulating why this process was selected and the results of their progress over the last 3 days. The questions and comments from stakeholders clearly showed their interest and engagement throughout the presentation! Bravo to all!

The team now has a clear list of action items for completion at both individual and team levels to sustain momentum and achieve the chartered targets. The first step toward making any improvement is to identify the root cause of the problem. I believe the team has capably done this and their list of recommended improvements is reliably sourced from their newly gained knowledge.

Next steps:

- I look forward to hearing about the team's continued progress during a future September zoom call. I have alerted Heidi that Jennifer T will reach out to discuss calendar options so we can get a placeholder date set.
- In the next few weeks, team members will receive a link to complete a post-facilitation survey. My thanks to all team members for making time to complete this as we use qualitative and quantitative feedback from our end-users to continuously improve the Center's service.

If there is anything I can do for you or the team between now and September, please don't hesitate to reach out.

All the best,

Joanna Bailey
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