From: Bailey, Joanna (SAO)
To: Tippett, Jennifer
Cc: Ferrer-Santa Ines, Jennifer; Walter, Heidi (SAO)
Subject: RE: Lean Planning
Date: Monday, April 24, 2023 8:50:00 AM
Attachments: image002.png
image003.png

Good morning, Jennifer! Happy Monday indeed!

Please allow 2 hours for the training which will cover the fundamentals of Lean methodology followed by a high level review of the project (who, what, why, when, how) and time for Q & A. If you find this training would be of interest to others, please feel free to expand the invitation to additional staff and/or leadership. Some agencies find this is to be an efficient way of building and sharing knowledge about Lean and their team's efforts with other stakeholders.

Here is a description of the training:

Lean is an improvement methodology that helps local governments optimize their workflow processes for greater efficiency, quality and customer service. Lean uses a collaborative approach to help teams break down process flows into individual steps to make work visible and build a common understanding of how everyone's tasks are connected. Additional analysis, including the identification of root causes helps teams generate relevant solutions to improve existing service. The Center for Government Innovation has Lean experts who specialize in training and facilitation. Each service provided is designed specifically to meet your government's needs. Participants attending this training will gain an understanding of the key principles and tools used in Lean to begin building capacity to create improvements within their organization.
If you'd prefer the training be held over Zoom instead of Teams, we can absolutely accommodate that. We'll just need you to host and provide us with a meeting link as our office does not hold a zoom license.

Happy to answer any other questions that you may have.

Thanks,

Joanna Bailey
Lean Specialist, Center for Government Innovation
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From: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>
Sent: Monday, April 24, 2023 7:33 AM
To: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Cc: Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>

Subject: RE: Lean Planning

External Email

Good morning, Joanna.

Happy Monday! I hope you had a lovely weekend.

Can you remind me how long the Zoom meeting will be?

Thanks,
Jennifer

From: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Sent: Thursday, April 20, 2023 7:15 AM
To: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Subject: RE: Lean Planning

Now that we have the Kaizen dates confirmed, we need to look at the week prior to schedule the virtual Lean training. Here is Joanna's availability for that week:

Tuesday, May 30th	Anytime between 8:00 and 4:00
Wednesday, May 31st	Anytime between 8:00 and 4:00
Thursday, June 1st	Anytime between 8:00 and 4:00
Friday, June 2nd	Anytime between 8:00 and 2:00

Let me know what date works best for the team and I will create a Teams meeting. We are also needing a final list of the participants that will be attending this training.

As a heads up for you, I will be out of the office on annual leave next week so if you have any questions or concerns, feel free to reach out to Joanna directly or I will get back to you as soon as I return on May 1st.

Thank you,

Heidi

From: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>
Sent: Wednesday, April 19, 2023 8:33 AM
To: Walter, Heidi (SAO) <walterh@sao.wa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>

Subject: RE: Lean Planning

External Email

Great news,

The team will be available on June 5,6&7. Once again I apologize on holding up your schedule as you waited for our reply.
We look forward to working with you and Joanna.

Thanks,
Jennifer

From: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Sent: Tuesday, April 18, 2023 9:08 AM
To: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Subject: RE: Lean Planning

Thank you for that

From: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>
Sent: Tuesday, April 18, 2023 9:07 AM
To: Walter, Heidi (SAO) <walterh@sao.wa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Subject: RE: Lean Planning

External Email

Good morning, Heidi.

My apologies for the delay. I hope to have an answer for you soon! Also, you are not a pest…

Jennifer T

From: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Sent: Monday, April 17, 2023 2:53 PM
To: Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Subject: RE: Lean Planning
Importance: High

Good afternoon! Your favorite coordinator pest again…

Just staying in touch with you to see if you have been able to narrow down your teams availability so we can hold your preferred time on the calendar. I will be in the office through Thursday of this week and then will be out of the office until May 1st.

Please let me know if you have any questions.

Thanks everyone!

Heidi

From: Walter, Heidi (SAO)
Sent: Tuesday, April 4, 2023 8:12 AM
To: 'Ferrer-Santa Ines, Jennifer' <Jennifer.Ferrer@yakimawa.gov>; 'Tippett, Jennifer' <Jennifer.Tippett@yakimawa.gov>; 'Kuntz, Linda' <Linda.Kuntz@yakimawa.gov>
Cc: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Subject: RE: Lean Planning

Good morning. I just wanted to check in and see how you are doing with determining dates that will work for the onsite process improvement work? We want to be able to offer you first pick at the weeks referenced below. We do have some coordination efforts we need to make with another entity so if you could please let us know by the end of the week that would be great

Let me know if you have any questions or concerns.

Thank you,

Heidi

From: Walter, Heidi (SAO)
Sent: Thursday, March 30, 2023 6:32 AM
To: Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Cc: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Subject: Lean Planning

Good morning! It was great talking with the three of you yesterday afternoon. As we discussed, the next step is to look at the calendars for everyone that is listed on the updated charter draft and see what three dates will work best for the onsite Lean work. The dates we discussed that are available are:

June 5 – 7
Week of June 12th (whichever three consecutive days that work for the team)

Week of July 10th (whichever three consecutive days that work for the team)
Week of July 17th (whichever three consecutive days that work for the team)

While you are determining the best dates for the onsite work, we will also need to look at availability for the two-hour virtual Lean training. This will need to be scheduled fairly close to when the onsite work is scheduled so look at the week prior (or even a Monday, should you select a Wednesday through Friday timeframe). If you can send me dates/times that work for the team, I will coordinate that with Joanna's schedule.

Once we get the dates solidified, I will follow up with you to work on the logistics for the onsite working dates.

If you have any questions or concerns, please don't hesitate to contact us.

Thank you,

Heidi Walter
Program Specialist, Office of the Washington State Auditor
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