From: Walter, Heidi (SAO)
To: Pennick, Deborah (SAO)
Cc: Kostick, Niles (SAO); Bailey, Joanna (SAO)
Subject: FW: Center for Government Innovation - Client Survey
Date: Monday, June 12, 2023 8:43:01 AM
Attachments: image001.png

Sharing this feedback from last week's Yakima kaizen. It's always great to hear "the good" that comes from some of the Lean Specialists "challenging" work

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From: Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Sent: Monday, June 12, 2023 8:06 AM
To: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Subject: RE: Center for Government Innovation - Client Survey

External Email

You're welcome. I hope you have a great week as well.

From: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Sent: Monday, June 12, 2023 6:02 AM
To: Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Subject: RE: Center for Government Innovation - Client Survey

Good morning Linda. Thank you so much for taking the time to provide this feedback. Sometimes the kaizen work doesn't go as smoothly as planned and the facilitator has to shift and go in a different direction. Getting feedback like this really helps.

Have a great week.

Heidi

From: Kuntz, Linda <Linda.Kuntz@yakimawa.gov>
Sent: Friday, June 9, 2023 8:40 AM
To: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Subject: RE: Center for Government Innovation - Client Survey

External Email

Heidi:

I completed the survey and did not provide comments along the way. I thought there would be an opportunity to do so again at the end and there wasn't, so I there are a couple of things I would like

to say. One is that Joanna did an excellent job and is clearly very good at what she does, she loves what she does and truly believes in this process. While a bit painful at times (day 2, in particular), my belief is that this wasn't the easiest group to facilitate or the easiest subject matter to deal with because most of the people in the group had no idea why they were there or that anything needed to be fixed, so some level of backtracking and explanation needed to be done in order to find a starting point. I give Joanna a lot of credit for tactfully and professionally handling the entire process and being able to get us to a point where we were able to identify the problem areas and come up with a plan that we can follow through on to effect change.

Linda

From: Walter, Heidi (SAO) <walterh@sao.wa.gov>
Sent: Thursday, June 8, 2023 8:57 AM
To: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; White, Kristine <Kristine.White@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Purchasing <purchasing2@yakimawa.gov>
Subject: RE: Center for Government Innovation - Client Survey

Please disregard the previous email – that survey link is invalid.

Thank you

Heidi

From: Walter, Heidi (SAO)
Sent: Thursday, June 8, 2023 8:56 AM
To: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; White, Kristine <Kristine.White@yakimawa.gov>; 'shelby.barrett@yakimawa.gov' <shelby.barrett@yakimawa.gov>; 'Brandy.bradford@yakimawa.gov' <Brandy.bradford@yakimawa.gov>; 'silvia.corona@yakimawa.gov' <silvia.corona@yakimawa.gov>; Purchasing <purchasing2@yakimawa.gov>
Subject: Center for Government Innovation - Client Survey

Thank you for your partnering with the Center on your Lean project. We are passionate about helping local governments work better, cost less, and earn greater public trust. Please help us improve our services by taking a few minutes to tell us about your experience with us.

https://www.surveymonkey.com/r/XGRHPTL

Thank you,

Heidi Walter
Program Specialist, Office of the Washington State Auditor
(564) 999-0818 | www.sao.wa.gov
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