



Washington State Auditor's Office

Local Government Performance Center

Providing performance management training to leaders across Washington

The Local Government Performance Center offers free training to local government elected officials, managers, and staff who want their organization to improve its performance, effectiveness, efficiency, customer satisfaction and/or transparency.

The workshops are designed to allow local governments to select the amount and type of training that meets their unique organizational needs. We offer expert training in process improvement and performance measurement.



Process Improvement and Lean Training

Introduction to Lean

3.5 hours • Up to 150 participants

- An engaging overview designed for an organization that want to learn more about Lean and its associated tools and concepts

Process Improvement/Lean Methods

2 days • Up to 30 participants

- For teams or work units that have ideas about the processes they want to improve
- Teaches practical methods and tools used to select the right kind of project, identify opportunities for improvement, and implement changes

Rapid Office Kaizen (ROK)

6 hrs • Up to 30 participants

ROK is a practical workshop where teams learn and practice a simple way to 1) improve processes immediately, 2) be self-reliant, and 3) work better together. The just-in-time design of ROK provides the opportunity for participants to yield tangible, measurable results right out of the gate.

Lean Academy

5 days, plus 1 day leadership training and 2 days team training

- Facilitated event targeted at improving large and complicated processes
- Participants use process mapping to identify waste, then implement changes to radically improve performance and responsiveness to customers

How?

Two ways to sign up:

- Visit us online at www.sao.wa.gov/PerformanceCenter to find a local government near you that is hosting a class and contact their registration coordinator.
- Contact the Center at (360) 725-5552 or Sheri.Sawyer@sao.wa.gov

How much?

These workshops are offered at **no cost** to local government participants.

How many participants?

Depending on the class, we have taught as few as 15 and as many as 150.

When?

Classes are designed as either full-day sessions (8:30-4:30) or half-day sessions (8:30-12:00 or (1:00-4:30)

Which comes first?

All classes are designed as stand-alone offerings and can be taken in any order or combination.

Questions?

Call the Local Government Performance Center at 360-725-5552.



Performance Management Series

Logic Models

3.5 hours • Up to 150 participants

- How to define a process and a system in order to select performance measures
- How to connect the government's work to the outcomes it is trying to achieve using the logic model tool

Performance Measure Basics

3.5 hours • Up to 150 participants

- How to select performance measures
- How to collect and record data
- How to transform data into charts
- How to analyze charts

Managing with Data

2.5 hours • Up to 60 participants

- How to use data and performance measures to drive improvement and innovation in an organization
- How to recognize the differences between "normal" and "abnormal" variation
- How to make the right management decision based on the kind of variation present in the measurements

Evaluating Performance Measures

3 hours • 3 CPE • Up to 60 participants • Designed for auditors and managers

- How to evaluate the utility and quality of performance measures
- How to assess if performance is getting better, worse, or staying the same

Communicating with Data

1 day • Up to 25 participants • Taught in a computer lab or with laptop computers provided by the participants

- When and how to use pie charts, bar charts, Pareto charts, and line charts
- How to make the charts using Microsoft Excel
- How to clean-up charts to improve readability and understanding

Understanding Data

1 day • Up to 25 participants • Taught in a computer lab or with laptop computers provided by the participants

- The nature of variation
- How to create and use run charts and control charts to monitor current performance, detect change, and forecast future performance

Strategic Planning

3.5 hours • Up to 60 participants

- Basic elements of most strategic plans
- How to implement a strategic plan
- Making your strategic plan useful and predictable