

Lean Government Case Study: Minnesota Commission Calls for Expanding Lean Deployment

An expansion of Minnesota's Enterprise Lean program to all levels of government is a key recommendation of the Commission on Service Innovation (CSI).

The commission, chartered by Minnesota's 2010 Legislature, was charged with developing a strategic plan for reengineering the delivery of state and local government services. The plan, submitted to the legislature December 15, 2010, calls for removing barriers to innovation and creating incentives for reducing costs and improving the delivery of government services.

The report recommends that the Minnesota legislature support and accelerate the deployment of lean methods and the reengineering of business processes at all levels of government – city, county and state – to improve government efficiency. Minnesota's Enterprise Lean program in three years has assisted 17 state agencies with redesigning more than 170 business processes, a handful of which the report highlights. Overall, agencies have realized productivity gains that, on average, have reduced lead times by two-thirds and task times by 45 percent.

The report cites a recent General Accounting Office study, which states, "Achieving major levels of cost savings and performance improvement requires that agencies redesign the business processes they use to accomplish their work."

The report also recommended that the state legislature establish an organization to oversee and facilitate the implementation of lean among state and local government entities. The commission was comprised of members from eighteen private, non-profit and public sector organizations.

For more information:

Minnesota's Enterprise Lean: <http://www.lean.state.mn.us/>

Commission on Service Innovation report: <http://www.commissions.leg.state.mn.us/csi/reports.html>.

To Learn More About Lean Government:

Learn how the Maryland World Class Consortia can help your government organization use simple and effective methods of continuous improvement to increase service levels, shorten response times, reduce cost, and improve employee satisfaction.

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