

## LEAN GOVERNMENT COURSE DETAILS

Better education, better health care, better pensions, better transportation services... governments around the world are under pressure to deliver better services to their citizens. Typically, today's government structures are not focused on their citizens' needs, resulting in unsatisfied citizens and civil servants, long processing times, frustration, re-work, lack of accountability and capacity constraints.

### The challenges in government services

- Low productivity – not operating in a 'true market' leads to a lack of customer orientation, i.e. merely processing citizens rather than servicing them as real paying customers
- Poor quality – the lack of skills, tools and methods to perform activities in the most efficient manner result in an insufficient drive towards continuous improvement
- High cost – unclear division of tasks, roles and responsibilities resulting in redundant functions and therefore oversized organizations
- Frustrated citizens – comparing best-in-class processes from the private sector to public services results in higher expectations with citizens

### HOW LEAN CAN TRANSFORM YOUR GOVERNMENTAL ORGANIZATION TO DELIVER EXCELLENT SERVICES

Defining value from the citizen's viewpoint, combined with the application of Lean principles, Kaizen methods and re-engineering approaches will improve the government's information flow and service delivery to citizens. We will show you, how a Lean transformation in governmental services can be deployed applying the following tools and frameworks:

### Methodologies to design a Lean healthcare environment focused on the patient

- **CUSTOMER JOURNEY:** Define value from the citizen's perspective and derive actions to improve the experience of services and become a customer and value driven organization
- **VALUE STREAM MAPPING:** Understand the needs and requirements of co-workers up- and downstream of themselves to optimize the information flow and eliminate bottlenecks and rework
- **OPERATIONAL REDESIGN:** Allocate and balance resources to facilitate an improved process flow and customer service
- **PERFORMANCE MANAGEMENT:** Break down top-level objectives into clear, measurable targets for workers on every level of the organization and continuously track the progress of improved customer experience and manage deviations instantly
- **CHANGE MANAGEMENT:** Eliminate bureaucratic silos and enhance a customer orientated mindset based on a leadership style which facilitates a bottom-up approach for problem-solving as well as constant skill development of employees
- **DIGITIZATION:** Collect and analyze data to develop and implement process innovation. Increase citizens satisfaction by automating processes and eliminate waiting times

By implementing Lean, government agencies are more cost effective while at the same time delivering higher quality and better, faster service to their citizens.

### WHAT WILL THIS COURSE ACHIEVE?

With our Lean Government Training Course, you will learn to apply the Lean principles and tools relevant to governmental services in 2 days through running a simulation of specific governmental processes. You will be able to experience how the concept improves the quality of services and find out best practices from other countries' governments that have successfully promoted Lean programmes.

### COURSE INFO

 *Duration: 2 days*

 *Price: \$ 1398*

 *Max Participants: 12*