

Lean NEWS vTrans

Training

Lean 101 classes beginning soon!

119
of Days removed from
GHSP grant process
(projected)

In this edition you'll see results from our latest Lean event held in January where we dissected and rebuilt the Granting Process for the Governor's Highway Safety Program.

ALL ABOUT THE CONTAGIOUS WORLD OF PROCESS IMPROVEMENT

Second Edition

January Lean Event

Governor's Highway Safety Program (GHSP)



(L-R) Scott Davidson, Jim Baraw, Betsy Ross, Danielle Record, Donna Luce, Evelyn MacFarlane, Tricia Scribner, Ashley Jonas, Paul Keegan and Trevor Lewis

Projected RESULTS

GHSP Grant Process

	Before	After
# of Process Steps	36	25
# of Handoffs	28	14
Process time/days	250	131

Coffee Cart Chatter

Ten tips... of email etiquette

1. Read before sending
2. Be careful of "Reply-all"
3. Never email angry ☹️
4. Expect your msg to go public
5. Respond quickly
6. Write a good subject line
7. Limit back and forth exchanges
8. Sign your emails
9. Know your audience
10. Keep it brief!

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Paul Keegan
Lean Program Manager
Paul.keegan@vermont.gov

Lean Confessions

"I always wondered why it took so long for our customers to get their payments. After seeing how many hands and departments it went through I now see why it took so long. Once you see the process mapped out it really isn't that difficult to make the changes needed in order to make the process more efficient."

- Donna Luce, VTrans Business Office

"As a new member of the GHSP this Lean project really helped me understand the processes used and the changes we can make to improve the services we offer. It also gave me the opportunity to meet and work with many of our GREAT VTrans colleagues and vendors for the first time and get to know them"

- Jim Baraw, GHSP

"I loved that we could visually see how the whole process works from the map we created. This map allowed us to easily see how we could eliminate a lot of the redundancy, prioritize our process, and set deadlines for dedicated staff to complete the work we did all week... This will ensure we get this plan in action."

- Evelyn McFarlane, GHSP

*"The crucial part of this process begins **now!** The PLAN! Without a plan for implementing the new process all the work accomplished during the event will have been wasted. The reputation of the program hinges on 'finishing what we started this week.' We have a plan and the customer will benefit from this plan"*

- John Filipek, GHSP Liaison

Lean is a collection of principles and methods that focus on identification and elimination of waste in any process.