

# LeanNEWS VTrans

## LEAN Training:

- ✓ New classes added (pg. 2)
- ✓ First Green Belt graduates
- ✓ More than 120 staff trained

# 120

## LEAN Projects:

- ✓ 14 current Lean projects
- ✓ 60+ proposed Lean projects
- ✓ Next up: Central Garage & DMV events

ALL ABOUT THE CONTAGIOUS WORLD OF PROCESS IMPROVEMENT

Fourth Edition

# Green Belt Grads



(L-R Front Row) Justin Kenney, Alysha Kane, Ashley Bishop, Mike Lozier, Jessica Lang, Suzannah Mele, Marguerite Moore, Jim Cota, Instructor Kate McGovern, Kevin Pecor. (BackRow) Clayton Woodworth, Kay Hopper, Emily Mascitti, Michelle Lavallee, Rob Williams, Chris Rea, Mike Pologruto, Miranda Davison, Erik Filkorn, Trevor Lewis, Andy Lange, Liz Henderson, Paul Keegan

Green Belt Graduates

This past July the first Lean Green Belt graduates finalized their Lean training here at VTrans. This group, after completing White Belt and Yellow Belt training, are now certified to lead and facilitate Lean events.

The final Green Belt class for 2016 will be held this coming November. Reserve your spot early if you would like to complete your Lean training. Congratulations Green Belts!



**CHATTER BOX**

*“Work a Room like a Champ”*

- Enter with Confidence**  
It all starts when you walk in the room.
- Firm Handshake, Eye Contact**  
A good handshake goes a long way.
- Remember Names**  
Repeat their name as often as possible.
- Listen**  
Contribute – Don’t control it.
- Have a plan**  
Know why you’re there and focus in.

**WHAT THE WHAT!**

**Profile: CONTRACT ADMINISTRATION**  
Last March the Contract Administration team began efforts to seek improvements on the Request for Proposal (RFP) process but they didn’t stop there...

**RFP process review:** survey sent to internal Customers; process mapped/documented, improvements made, user forms simplified.

**Cross training:** All staff trained to perform ALL duties within the Contracts for Services unit.

**Contract Tracking:** Instead of duplicate input of information into the weekly and contract tracking explored with IT the option to expand this tool for dual capacity of reporting and tracking.

**The “Weekly”:** Hours in labor saved by eliminating a tracking system that most users simply did not use.

**Presentations:** Routine presentations to gather customer feedback and update on improvements.

**Heat map:** List of known grants, contracts, agreements, etc. that occur on an annual calendar year to improve productivity.

**Customer Training:** New and improved RFP process training coming soon!!

**Current Lean Projects**

- Parts Ordering process (Central Garage)
- Systemic Local Road Safety program (HWY)
- Emergency Oversize permit review (DMV)
- Hiring process review (Cross Divisional)
- RFP process (Contract Administration)
- Refund Process (DMV)
- Forms Ordering process (DMV)
- Applications process (DMV)
- 1111 Permit process (Cross Divisional)
- Tri-state Performance report (HWY)
- Public Information Officer (F&A)
- Utilities Permtting process (ROW)
- Limited Service Extensions (DHR)
- Change Request process (AHS)



**Suggest a Lean project:**  
Click [here](#), send an email or just stop by for a chat.

**Contact info:**  
Paul Keegan  
Lean Program Manager  
[Paul.keegan@vermont.gov](mailto:Paul.keegan@vermont.gov)

## Lean White Belt:

The focus of this **½-day training** is to give an introduction to the principles, philosophy, and tools of Lean. This course will acquaint attendees with the Lean methodology, provide an understanding for application of Lean tools in the workplace, and help to identify those individuals who aspire to become Lean practitioners and advance to Yellow and Green Belt training.

### Course Details

Dates: ~~March 30~~  
~~May 3~~  
~~May 17~~  
~~July 12~~  
**September 8**  
**October 27** \*New

Time: 8:00am—12:00pm

Location: VTrans Training Center

Instructors: Ms. Kate McGovern, DPA - Paul Keegan, AOT - Justin Kenney, DEC

Audience: Open to all employees – max class size 28

Cost: No Charge

Register: <https://vermont.csod.com/samldefault.aspx?oid=2>



## Lean Yellow Belt:

The focus of this **3-day training** is a hands-on learning of Lean techniques and thinking, and testing these techniques and building understanding of Lean process improvement concepts in a project team environment. Participants will apply learned techniques to an actual work process and construct an implementation plan to enact the improvements. Curriculum further develops Lean skills and prepares participants for advancement to Lean Green Belt training.

### Course Details

Dates: ~~May 16, 19 and 24~~  
~~June 14, 16 and 21~~  
**September 20, 22 and 27**  
**October 11, 13 and 18**

Time: 9:00 a.m. – 4:00 p.m.

Location: VTrans Training Center

Instructors: Ms. Kate McGovern, PhD – DPA Lean Instructor  
Ms. Lee Joyce, MPA – DPA Lean Instructor

Prerequisite: Lean White Belt

Audience: Open to all employees – max class size 20

Cost: No Charge

Register: <https://vermont.csod.com/samldefault.aspx?oid=2>



## Lean Green Belt:

The focus of this **3-day training** is developing organizational Lean leaders. Curriculum will prepare participants for the multi-level responsibility of strategically applying Lean tools, guiding projects from charter to implementation, identifying new project opportunities linked with organizational goals, and fostering a culture of continuous improvement. Upon completion, participants will have the ability to utilize Lean tools with minimal assistance, facilitate Lean events, and train and educate others about Lean concepts.

### Course Details

Dates: ~~July 19, 20 and 21~~  
**November 15, 16 and 17**

Time: 9:00 a.m. – 4:00 p.m.

Location: VTrans Training Center

Instructors: Ms. Kate McGovern, PhD – DPA Lean Instructor  
Ms. Lee Joyce, MPA – DPA Lean Instructor

Prerequisite: Lean Yellow Belt; written pre-assignment

Audience: Open to all employees – max class size 20

Cost: No Charge

Register: <https://vermont.csod.com/samldefault.aspx?oid=2>

