

LeanNEWS



VTrans

UPCOMING LEAN EVENTS:

AREA	PROCESS	DATE
DMV	Refunds Process	November
ROW	Utilities Relocation Order	January
AOT	1111 Permit Process	January
DMV	Forms Ordering Process	February

INNOVATION + LEAN:

"The electric light did not come from the continuous improvement of candles" - Oren Harari

"If I asked my customers what they wanted, they would have said a faster horse" - Henry Ford

GREAT IDEAS - currently being accepted!

ALL ABOUT THE CONTAGIOUS WORLD OF CONTINUOUS IMPROVEMENT

Sixth Edition

APPLICATION PROCESSING DMV



Commissioner Ide and team



CHATTER BOX

"Do More in Less Time"

- To-do Lists**
List, prioritize and get to it.
- Reduce Multitasking**
One task at a time.
- Remove Distractions**
Focus on the task.
- Take Breaks**
Step away and get a fresh perspective.
- Delegate some Tasks**
You can't do it all!



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

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WHAT THE WHAT!

AOT Environmental Section

The Environmental Section is deep in the Implementation Phase of TWO Lean Events:

1. Section 106 Historic and Archaeological

The Section 106 Lean "Great State" IT solution currently in beta-testing by the Environmental Team. Many thanks to Denise Safford and Co. for the ongoing support on this effort.

2. Off-Site Activities Review

The Off-Site Lean process was solely facilitated by internal Environmental Staff and outlined both Good and Great States. They are currently working with IT exploring the potential to create an App that can make the waste, borrow, and staging review process more transparent and efficient for users and customers.

DMV - APPLICATION PROCESSING

THE ISSUE:

Motor Vehicle **Application Processing** at DMV was characterized by a confusion of participant roles, a high error rate, significant rework, a high volume of handoffs, misaligned business practices and procedures, and incentives that did not align DMV quality standards with customer service expectations.

THE GOAL:

- Increase overall satisfaction of DMV customers and staff
- Eliminate redundancy
- Reduce process steps by 70%
- Modernize IT systems
- Reduce lead time for registration process
- Increase efficiency and accountability

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 and provide an understanding for application of Lean tools in the workplace.

Course Details

Dates: January 18, 2017
March 9
May 11
July 12
September 5
November 14
Time: 8:00am—12:00pm
Location: VTrans Training Center
Instructors: 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: **New Classes coming soon**
Time: 9:00 a.m. – 4:00 p.m.
Location: VTrans Training Center
Instructors: Ms. Kate McGovern, PhD – 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: **New Classes coming soon**
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Prerequisite: Lean Yellow Belt
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