

Lean NEWS



VTrans

REGISTER NOW!

LEAN Training: *(details on pg. 2)*

- ✓ Lean certification program offered again for 2017 (New classes listed in LMS)
- ✓ Free and available to all VTrans/DMV staff
- ✓ **255** White Belts **70** Yellow Belts & **47** Green Belts trained in 2016

Why we LEAN:

In 2016 VTrans saved over **23,000** hrs. of process time thanks to all the projects reviewed by staff.

ALL ABOUT THE CONTAGIOUS WORLD OF CONTINUOUS IMPROVEMENT

Seventh Edition



L – R, Jacki Davison, Wanda Magoon, Robbin Hopkins, Ruth A Wakefield, Donna Flauto, Kelley Lawrence, Eric K Brooks, Jason DeForge, Shannon Sweet

January Lean Event

Title 19 Section 1111 Residential Access Permit



Team members: Theresa Gilman, Jim Cota, Craig Keller, Jason Sevigny, Tyler Hanson, Shaun Corbett, Eric House

November Lean Event DMV Refunds Process

TEAM REFUNDS GOALS:

- ✓ Design an effective and efficient process
- ✓ Decrease loopbacks, errors and delays
- ✓ quality control earlier in the process
- ✓ Create tracking
- ✓ Improve customer satisfaction
- ✓ Centralize refunds review and payment

THE GOAL:

- Create statewide consistency
- Simplify application for the customer
- Update application instructions
- Improve user-friendliness
- Go paperless
- Give District forces access to database
- Streamline process - save time for the district and the customer
- Reduce customer confusion (*notice how confused Ashley looks*)

CHATTER BOX

Top 6 Annoying Meeting Behaviors

- 1. The Snacker**
You know who you are!
- 2. The Texter**
You're really not that important
- 3. The Late Arriver**
Not a good professional trait
- 4. The Negative Nancy**
Constructive, not destructive criticism
- 5. The Interrupter**
Listen first, then speak
- 6. The Rambler**
Get to the point, don't rant just to rant.

WHAT THE WHAT!

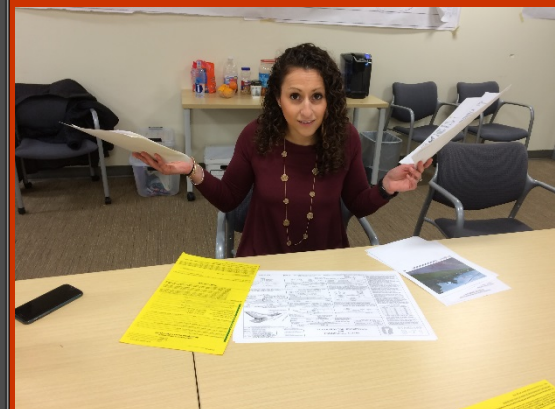
NEW Employee on-boarding process

Improvements made:

- ☑ Revised existing new hire forms
- ☑ Combined various forms for consistency
- ☑ Created central control point for bus. units
- ☑ Created on-boarding "checklist"
- ☑ Defined roles/responsibilities
- ☑ Created a dedicated list of hiring managers
- ☑ Designated Footprints users

Many thanks to the participating team members:

Emily Mascitti, Ashley Barnhart, Eileen Blake-Sayers, Beth McTear, Joan Stewart, Michelle Dion, Cheryl Down, Kris Martin, Cheryl Blake and others that helped make this happen!!!



Our Customer: Ashley Barnhart



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

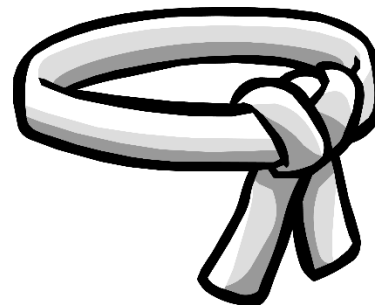
Lean White Belt:

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>



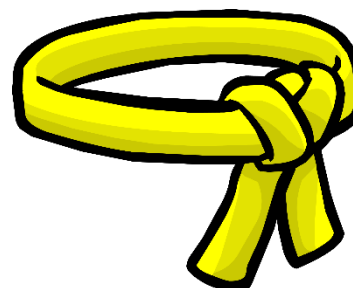
Lean Yellow Belt:

The focus of this **2-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: **April 25, 27**
August 14, 15

Time: 8:00 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: **September 19, 20 & 21**

Time: 8:00 a.m. – 4:00 p.m.
Location: VTrans Training Center
Instructors: Ms. Kate McGovern, PhD – DPA Lean Instructor
Prerequisite: Lean Yellow Belt
Audience: Open to all employees – max class size 20
Cost: No Charge
Register: <https://vermont.csod.com/samldefault.aspx?oid=2>

