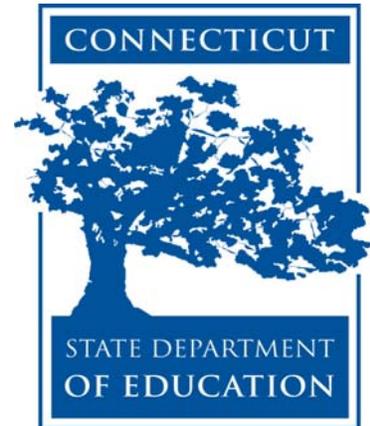




Connecticut's Process Improvement Showcase

2014

CT State Agencies are Working Together to Make a Difference!





www.ct.gov/leanct



CT Process Improvement Showcase 2014

"The LEAN Showcase was an outstanding example of how state agencies have brought focus and energy to the work of transforming how their organizations serve the citizens of Connecticut. I was very impressed with both the significant amount of reflection that went into this effort and the high level of enthusiasm and pride that staff have for their accomplishments. The Showcase was a wonderful opportunity to see the scale of change that is happening throughout the state." - **Terrence W. Macy, Commissioner, Department of Developmental Services**

"Governor Malloy has made LEAN a key part of working smarter, faster, at less cost and with better performance. Having linked our agency's strategic vision to LEAN process improvements, DRS welcomes every opportunity to partner with other state agencies to show how LEAN makes a difference. The LEAN Showcase clearly shows that there is no more business as usual in state government." - **Kevin Sullivan, Commissioner, Department of Revenue Services**



"As I walked through the LEAN Showcase I was impressed by the quality of the exhibits and the number of agencies represented. Throughout the first floor of the Capital you could hear the high volume of excited chatter. This is what it is all about, connecting and solving issues through collaboration and shared resources. This is the path to better service, better government. This is the way to honor our employees and management by empowering them to make good decisions about the way they do their work. I am thrilled with my agency's efforts and even more thrilled to witness all the other agencies on the same path. Working together to serve is good government." - **James Redeker, Commissioner, Department of Transportation**

"The LEAN Showcase for CT was an enthusiastic group of employees highlighting the vast variety of approaches to being a more efficient, fiscally responsible, LEAN government - all created by and with thanks to our state workforce." - **Melody Currey, Commissioner, Department of Motor Vehicles**



"This was an extraordinary opportunity to learn best practices from each other and forge partnerships among our states. I am excited about the coordination and collaboration between and among state agencies that has occurred to date as well as the potential for future interagency process improvement initiatives. The fact that many of us are in different places on our LEAN journey further emphasizes the value of the Showcase. The results presented in the displays that were available were significant because they showed how services are being improved to benefit all of our customers of state government - including the residents of Connecticut as well as businesses and other local, state and federal agencies." - **Robert Klee, Commissioner, Department of Energy and Environmental Protection**



"I am inspired by the Process Improvement Exhibit and by the presentations that were made by all of the participating agencies. As a new agency, it is encouraging to see how other agencies have streamlined business operations, resulting in optimized services for our public. Seeing how agencies have successfully reduced processing times and increased responsiveness, sometimes by up to 87%, is indeed impressive. Laser-like attention to LEAN and other process improvement initiatives in our agency will definitely help change the way we do business so resources are better channeled, creating greater access and improving the quality programs for our children and families in Connecticut." - **Myra Jones-Taylor, Executive Director, Office of Early Childhood**

