



SYSTEMS LEADERSHIP: systems building

LEAN GOVERNMENT: REDUCING COST AND IMPROVING QUALITY

Lean management and the principles of Six Sigma have driven the cry of “faster, better, cheaper.” As organizations embrace the principles of LEAN management, this class provides practical insights into some of the most successful strategies being utilized by local governments across the United States. Reducing Cost in the Workplace provides participants with an opportunity to learn the best ways to reduce costs while maintaining high levels of customer service.

Objectives:

By the end of this workshop, participants will be able to:

- Gain new perspectives on organizational culture changes necessary to embrace the “New Normal”
- Assess Essential from Non-essential services
- Streamline service delivery efficiencies
- Manage citizen expectations and their demand for higher government accountability

