

Lean Thinking in Connecticut State Government: An Overview for Managers

In business, “Lean” is the relentless pursuit of maximum efficiency. A Lean organization produces more with existing resources by eliminating non-value added activities. Lean establishes a systematic approach to identifying and eliminating inefficiencies, and improves workflow throughout the whole organization, based upon what our customers value the most. By examining our processes and removing inefficiencies, Lean makes room for employees to focus on mission-critical work, it fosters collaboration, and it provides a low/no-cost opportunity for professional development. Additionally, we can leverage Lean thinking to inform budget discussions and develop IT system requirements. What does this mean for us in the public sector? How has the State of Connecticut embraced this philosophy, what does it mean for your agency, and how can you get involved as a state manager? What are the benefits?

Hear directly from your colleagues about how they’ve applied Lean thinking to:

- Expand services with limited resources;
- Improve processing time;
- Defend budget requests to OPM and OTG;
- Increase productivity;
- Inform automation/IT solution requests;
- Improve quality of service, and
- Meet customer expectations.