

**Five-Day Kaizen Event Agenda**

**[Project Name]**

**[Participating Agency/Agencies]**

**[Team Leader]**

**[Host Agency: Host Commissioner/Executive]**

**[Event Facilitator]**

**[Date]**

**[Time]**

**[Location]**

**Note:** All of the supplies that the teams will need will be provided by the host agency. ***Also, please mention any refreshments that will be provided.***

If your team will report on the day’s activities and summarize the next day’s plans, please describe that process here. Include the location and time of all daily report-outs.

Day 1 - Overview of Lean Tools and Current State Mapping

*Logistics:* Include location and time here.

*Overview:* Introduction/outline for the event, training on Lean Principles and Tools (e.g., Value Stream Mapping, PDCA, Standard Work, Visual Controls, measures/KPIs, etc.); review of team roles and responsibilities. Begin collecting data and process flow mapping the “current state” of the process you are analyzing.

Day 2 - Value Stream Mapping

*Logistics*: Include location and time here.

*Overview*: Value Stream Mapping (VSM) refers to the activity of developing a visual representation, from start to finish, of the process flow related to your project’s scope. Further develop the “current state” process map to identify areas for improvement by categorizing each step (value added, non-value added, non-value added but necessary, waiting, transport, etc.). Identify how long each step takes and how much time there is between each step in the process. Begin brainstorming for the Project Implementation Plan. Invite guests to provide input into the process.

Day 3 - Future State Mapping

*Logistics:* Include location and time here.

*Overview:* Continue with Value Stream Mapping exercise and begin to develop the “future state” process map. Benchmark your process against similar processes in other states or industries. Begin developing the Project Implementation Plan and identify short and longer terms goals associated with your plan. Consider whether there are information technology solutions or statutory/regulatory revisions that would increase efficiencies. Invite guests and subject-matter experts to provide input into the process maps. Choose the metrics/key performance indicators by which your team will measure its ongoing success.

Day 4 – Finalize Recommendations and Develop Final Presentation of Results

*Logistics:* Include location and time here.

*Overview:* Finalize the “future state” process map. Invite guests and subject-matter experts to provide their opinions regarding your “future state.” Begin formatting the PowerPoint presentation you will use for Friday’s Final Presentation. Continue developing the Project Implementation Plan and drafts of any form or policy changes. Prepare visual controls that relate to the new process and will help ensure success.

Day 5 – Final Presentation

*Logistics:*  Include location and time here.

*Overview:* Finish PowerPoint presentation and Project Implementation Plan. Final Presentation will be made to all teams and invited guests (including executive leadership). Each team will present and everyone on the team must participate (order to be determined that day). There will be time for questions from the audience. Celebration and refreshments follow!