

**Lean & Beyond: Taking Local Government from Good to Great
December 8, 2016**

- 8:00 am Registration
 Lean Coffee (Optional)
- 8:30 am Welcome, Announcements and Acknowledgments
- 9:00 am Keynote by Teresa Hay McMahon: *Lean Leadership*
- 10:00 am *Lean Leaders: Lessons from the Field*
 Panel Discussion with John Dickson, Andy Hento, and Kristi Rowland
 Moderated by Jim Benson and joined by Teresa Hay McMahon
- 11:00 am Lean Coffee
- 12:00 pm Lunch
- 12:45 pm Concurrent Session I
 Group A: Shift-and-Share Presentations
 Group B: Lean Coffee
- 2:00 pm Break
- 2:30 pm Concurrent Session II
 Group A: Lean Coffee
 Group B: Shift-and-Share Presentations
- 3:30 pm Closing Activity: Forming Our Lean Community of Practice
- 4:00 pm End

Wifi Info

UW NetID: event0720

Password: oycr:aerc:uatj

Social Media

Twitter: @GPCwa, #LeanGov

Live polling: Go to <https://www.sli.do>, join event: #LeanGov

Shift-and-Share Presentations Schedule

Shift-and-Share Presenters	Organization	Lean Topic Feature	Shift I.1 Table	Shift I.2 Table	Shift I.3 Table
			Shift II.3 Table	Shift II.2 Table	Shift II.1 Table
Ross Heasty	Pierce County	Lean Public Records Requests	1	2	3
Steve Gorcester	WA Transportation Improvement Board	Performance Plane	2	3	4
Kristi Rowland	City of Renton	Renton Ahead Brown Bags/Book Club	3	4	5
Jennifer Haury	Athena Group	4 Step Problem Solving	4	5	6
Renee Smith Nyberg	WA Department of Executive Services	Eliminating Fear From the Workplace	5	6	7
Darrell Damron	WA Department of Executive Services	The Successful Leader's Results Model	6	7	8
Steven Thompson	Steven Thompson Consulting	When to Kaizen	7	8	9
Danelle MacEwen and Debbie Sullivan	City of Olympia	Capital Projects 4Box Results	8	9	10
Ben Thurgood	City of Tacoma	Internal Continuous Improvement Training	9	10	11
Mary Collins	Kitsap County	Voice of the Customer	10	11	12
Emily Wilcox	Cowlitz County	Why is an Excellent Question	11	12	13
Chris Nelson	Whitman County	Plantings Seeds in Whitman County	12	13	14
Kelley Cochran	City of Redmond	Onboarding Improvement	13	14	15
Linda Kleingartner	T.A.S.	Law Enforcement Assisted Diversion (LEAD)	14	15	1
Samantha Einarson	Pierce Transit	How Not to Kaizen	15	1	2
Ryan Edwardsen	City of Redmond	Customer Service Improvement	Alternate Presenters		
Dawn Johnson	City of Redmond	E-Timesheet Access			