Operational Excellence in Action
Business Process Improvement

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September 21, 2018
Strategic Goal #4: Operational Excellence
Optimization of processes, products, services and resources

“Optimize: To make the best or most effective use of ...”
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From Good to Great

- Henry Ford’s Model T assembly line
  - 12 hours → 1.3 Hours
  - $825 → $300
  - Increased Sales
  - Increased Wages
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Process Management

- Technical Management
  - Routine day-to-day functional work

- Adaptive Management
  - Required in a changing environment
  - Adapt to survive and thrive
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Adaptive Leadership In a Changing Environment

- Adaptive Leaders help organizations
  - Adapt and thrive in challenging or new situations
  - Embrace the process of change
  - Get the most out of every process
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Business Process Improvement Methodologies

- Methodologies
  - Six Sigma: Reduce variance
  - Lean: Reduce waste
  - Lean Six Sigma (LSS): Combines Lean + Six Sigma
  - Business Process Management (BPM): Driven by human processes + interactions
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FTB’s Best Practices

- Process Optimization
  - Combines BPM and LSS principals
  - Leverage the expertise of:
    - Program Managers
    - Analysts
    - Subject Matter Experts
    - Customers
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Process Improvement Lifecycle

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What’s Next?

- Collaborate on Best Practices
  - Industry leaders
  - Other state agencies
- Promote culture of change and continuous improvement
- Develop metrics to quantify the value of our efforts
Questions?
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PPT Slide 8 - Process Improvement Lifecycle - Defined