

March 2014

Mike Michener, current GDMA Chair, recently joined a listserv hosted by the Governor's Lean folks and wanted to share the message from Darrell Damron, a Lean consultant with the Office of the Governor. These four points are an excellent starting point for Lean efforts!

4 Challenging Recommendations - [Process Change in the Age of Transformation:](#)

1. **Start with your people – the ability to change is a mindset.**
 - “Process improvement should be part of regular work. People that are just focused on the process improvement can be too far away from the actual work. With Lean and Agile, we’ve been trying to bring it back to the people.”
2. **Set clear priorities from the top.**
 - “As the environment becomes tighter – with budgets and so on – we need to ask tougher questions about what we should focus on. If you try to focus on everything, you end up focusing on nothing.”
3. **Learn to “Disrupt yourself.”**
 - “The fast pace of technology innovation means that products, services and whole operating models need to be continually reinvented in order to avoid falling into obsolescence.” “. . . it’s also changes in how we work together and how we live together and what kind of expectations we have in our changing world.”
4. **Small is beautiful – make it iterative and experimental.**
 - “By experimenting on a small scale, a company can gain important knowledge about what works and – just as importantly – what doesn’t.”

In the conclusion section the report says, “At the end of the day, though, there is no one magic bullet to accelerating change and process transformation. Success comes down to getting the fundamental building blocks right and getting all the parts of the whole working properly together.”

Thank you for the work you are doing to make changes that deliver value to Washingtonians!