

SECRETS: Recapture Significant Time and Deliver More

2019 MinnCAP Training Conference

Thursday, July 25, 2019

10:45 – 12:00 pm

Lee Kuntz

www.improveprocess.net

lee@improveprocess.net

651-330-7076

Michael Spilman

<https://www.lakesandpines.org/>

michael.spilman@lakesandpines.org

(800) 832-6082



Agenda

- Introductions and resources
- The challenges
- Activity
- The solution
- Activity with knowledge
- Close and resources



Meet Lee Kuntz

Founder, president, process improvement trainer, coach, facilitator, strategist, and speaker, *Innovation Process Design*

Values: **Creating possibilities, disciplined rigor, shared success**

- Certified Lean Six Sigma Black Belt
- Human Centered Design Certificate
- Project Management Training
- MBA, University of Minnesota
- Advanced Communicator, *Toastmasters International*

Prior work experience: Cargill, American Express



Lee: We couldn't have done this without you! Now we are moving ahead to implement on our own.

Patti Hetrick
Finance Director
Anoka County



Meet Michael Spilman

Michael Spilman has been with Lakes and Pines CAC for over a decade and is currently the Energy Programs Director at Lakes and Pines CAC.

In this role she leads a team of 12 to ensure Lake and Pines area residents receive timely help from the **Energy Assistance Program**, as well as **Reach out for Warmth Program**, **Energy Crisis Assistance**, and the **Energy Related Repair Programs**.

Michael's team serves Mille Lacs Band members in our seven-county area as well as Crow Wing and Morrison counties.



The Challenges

- Energy assistance demands and constraints
- Staff did not see benefit of innovation
- Staff worried change may:
 - Mean their jobs are going away
 - Take away tasks
 - Change how they do work
- Implementation challenges



Looking For A Solution

Greater than 50% of the projects to dramatically change how work is done fail.*

The projects that succeed:

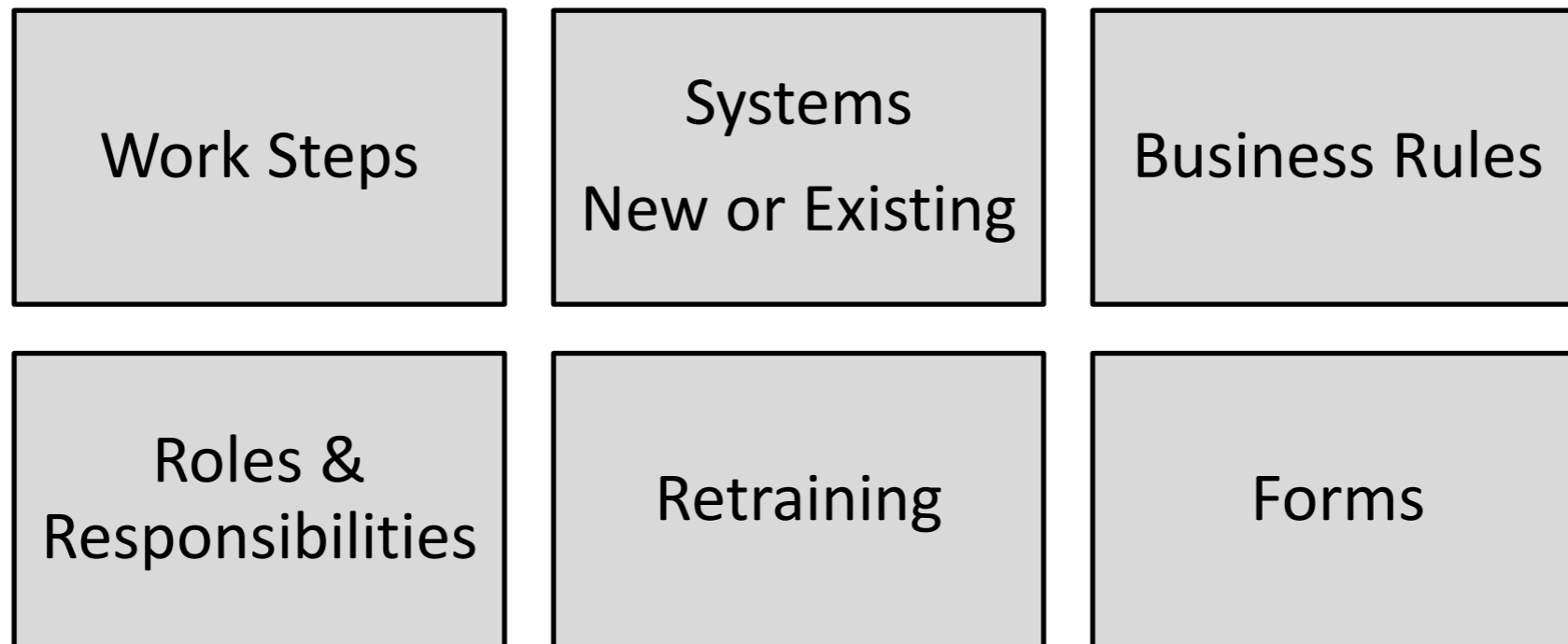
- Use proven tools
- Include change management approaches
- Develop and sustain strong leadership support

* Pro Sci Change Management Survey

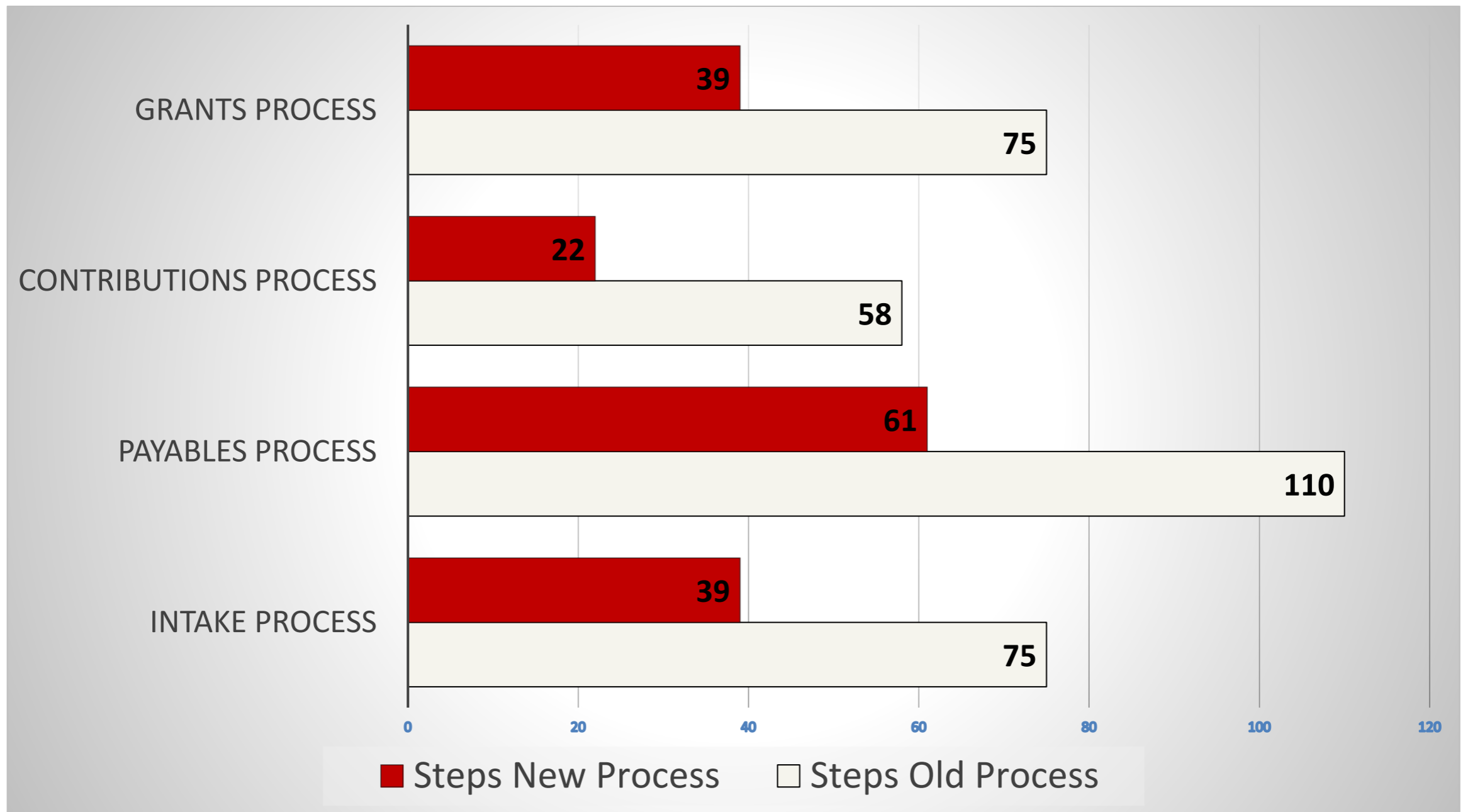


Transformational Process Improvement

Use proven tools to maximize all we have now to improve results



Transformational Process Improvement



Outcomes Achieved

Which results do you need?

- Recaptured over 4,000 work hours.
- Existing technology is fully implemented.
- Error free for 3 years.
- Deliver to community in half the time.
- Ongoing improvement and transformation.



The Solutions For Lakes and Pines CAP

- Teach staff there is always room for improvement
- Help staff engage in learning and seeing things outside of the box
- Help staff to buy into and become part of the process
- Help get your brain and others to see what is really necessary and what is not
- Re-assure staff that they are needed.
- Improved outcomes



Key Learning

Use proven training and tools to improve both how work is done and the outcomes.



Resources

- Take home sheet
- Measure your team's process improvement muscle:
<https://www.improveprocess.net/process-management-opportunity/>
- Read process improvement success stories on Lee's monthly blog:
<https://www.improveprocess.net/blog/>
- Please complete Evaluation & Resource Request sheet
- Can transformational process improvement help you? Contact Lee for a free one-hour transformational process improvement consultation.

