

Meeting Notes
January 21, 2016
Conference Room D

Member Present: Pat Oman, Joe Walsh, Lisa Brown, Mary O'Brien, Nancy Eibes, Missy Paulson, Michele McPherson

Member Absent: Mike Virnig, Lisa Roxbury, Bruce Cochran

Guests: Lisa Herges

Lisa Brown called the meeting to order at 9:00 am.

1. CI Consult

Lisa Herges was present to discuss the status of the "LEAN" page on the County website. She suggested that since there has been a name change that the page should be renamed "Continuous Improvement". She also suggested that the following items be considered as additions:

- List of Members
- Final Reports
- Goals and Objectives
- Meeting Notes
- Celebrations of small improvements (4H postage savings)

Lisa Brown suggested that since the Committee is seeking additional members, that perhaps Karly from ASO could join.

It was the consensus of the Committee that the website does need an overhaul.

2. Logo Follow-up

Pat expressed a concern that another logo, especially if used on external communications, would confuse the public. He suggested that a tag line or use of the mission statement would be more appropriate.

Joe noted that any tag lines be used internally on communications from and within the Committee.

Michele noted that the tag line, "just improve it" was developed as an easy way for staff to remember the intent of continuous improvement given that the mission statement, while beautifully crafted, is a mouthful.

There was discussion regarding the mission statement, goals and objectives and the tagline. The Committee will explore the best and most appropriate use of the tag line.

Lisa noted that the committee wants to be able to acknowledge to taxpayers that sometimes there is waste and that staff is attempting to eliminate it.

3. Communication Plan

The draft Communication Plan was reviewed. Michele stated that a column should be added for work plan items as a check list and to tie those items to any means of communication that is chosen.

Nancy suggested that previous work be incorporated into any articles, e-mail blasts or presentations.

Pat suggested that presentations or discussion with the Management Team be included. He also encouraged quarterly updates, written or verbal be presented to the County Board, especially to acknowledge any successes.

Joe noted the need to provide staff access to tools beyond the Kaizen event to resolve issues; not all issues need significant effort to be resolved. Employees need to be empowered to find solutions.

Michele noted that given the website discussion, perhaps the plan needed further adjustment to include that work.

4. Standard Work Examples

This was tabled to a future meeting; the work completed will be incorporated into a future article per the Communication Plan.

5. February Newsletter

There was discussion as to the timing of a newsletter article. Newsletters are published around the first of each month. Given the desire to overhaul the website, it was agreed to have the first article in the March newsletter. Joe volunteered to write the article announcing the re-launch of the website. He noted that the Committee should be a resource, support to and facilitate projects only when they rise to the level of a Kaizen event.

Pat suggested that some form of benchmarking to other counties for completed projects be included.

Assignments:

- Pat – provide website links to continuous improvement resources and tools
- Lisa – website “under construction” notice
- Joe – March newsletter article
- Michele – update communication plan, complete meeting notes
- Lisa, Mary, Nancy – website update committee

The meeting adjourned at 10:15 am.