

Catch the Wave

www.countyofventura.org/serviceexcellence

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Newsletter Volume IV

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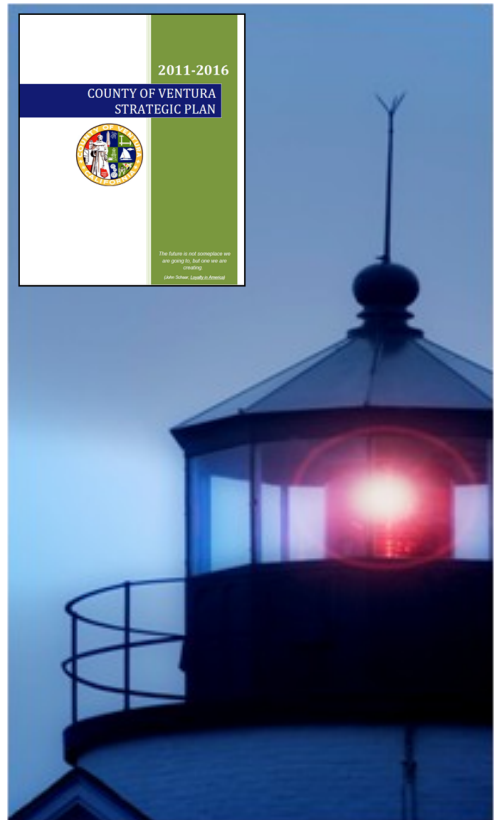
County of Ventura Strategic Plan

The desire to transform is one of the reasons that in 2011 the Ventura County Board of Supervisors and Service Excellence Council created its first County-wide Strategic Plan. Our leadership knows that we are doing great work already, but we can do better. We know that transformation will not happen naturally. It has to be designed and worked on diligently. This plan will be used as our beacon.

Strategic plan five focus areas:

1. Good Government and Financial Stability
2. County Workforce
3. Environment
4. Land Use and Infrastructure
5. Community Well Being and Public Safety

We have found that the process of planning in itself has been transformative as communication between agencies is further developed and multiple layers of the organization are involved with this focused effort. Stay tuned as we publish a dashboard to track our progress on this visionary endeavor.



County Improvement Ideas



The Ventura County Service Excellence Council (SEC) consists of volunteer agency heads who meet monthly to guide the work of continuously improving the processes and performance of County services. This year, staff from every agency were invited to propose areas that warranted some review. Staff took the opportunity to suggest all kinds of improvements across the County. Ideas ranged from increasing electronic time entry to hiring more Spanish-speaking employees. This collection of ideas represents another step in our ongoing improvement journey. The SEC is now assessing the feasibility and priority of ideas submitted.

Would you like to know what all of these ideas are and what we are doing about them? If so, please visit our Service Excellence website where you can see a listing of these ideas as well as a status update on what is happening with each one.



“...a
simple
formula
for
improving
processes”



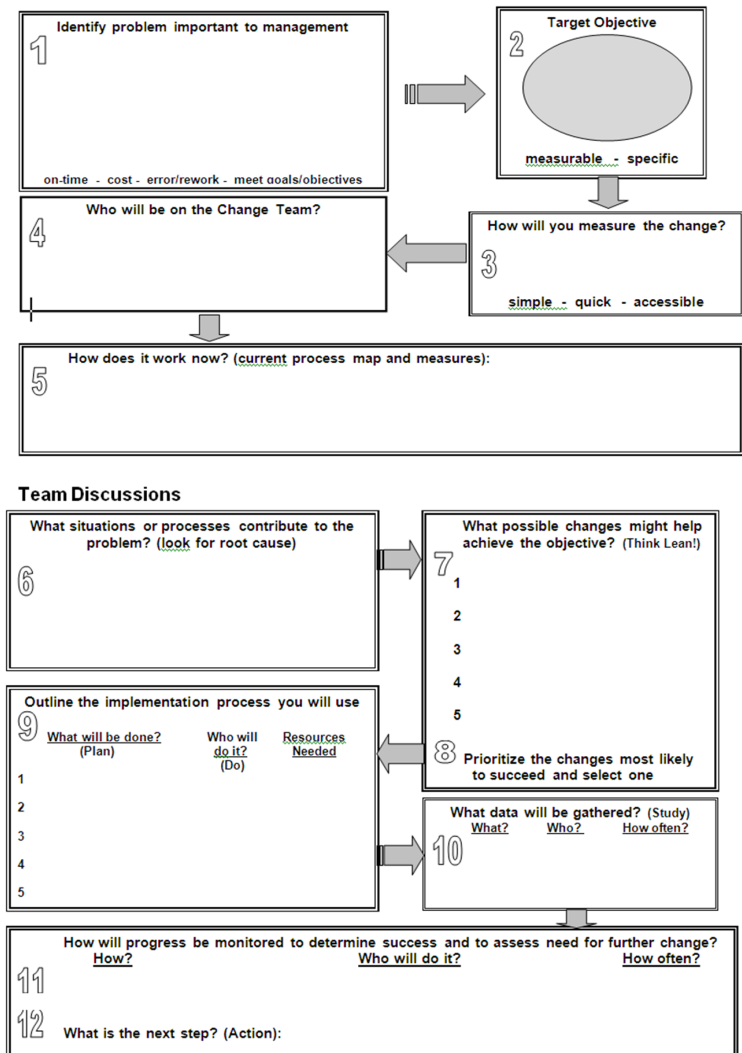
Use a map
to find
your way!

Process Improvement Road Map

There is a new tool in town. The Process Improvement Road Map, sometimes called the “A3,” is now being used by some County agencies. The Road Map is simply another Lean method that provides a simple format for progressing through process improvement events. It asks a series of simple questions that leads a team to have the right discussions and to quickly and easily document their progress. This Road Map is very flexible with no single correct template, allowing the team to “document their journey” from problem through proposed solution. The value of this method is in the spirit of the dialog, not simply answering the questions on the paper.

The Process Improvement Road Map gives managers a simple formula for improving processes without jumping to solutions prior to identifying root causes. At the same time, the Road Map empowers employees to identify problems and share the responsibility for improving their work. It gives managers and employees alike a systematic and repeatable process to understand and solve problems using Lean thinking.

Process Improvement Road Map



Above and Beyond

The employees of Ventura County are dedicated and their enduring commitment continues to be an inspiration for us all. Recently the Board of Supervisors began welcoming all County agencies to come and share some of their stories about service and compassion for the citizens of Ventura County. You can visit our website to see these Above and Beyond stories that have been brought before our Board. Stories range from caring for victims of crimes and needy veterans in our community to recognizing the many community volunteers for our Fire Department, and reducing over \$400,000 in heavy equipment purchases. You can see a sampling of the many services we provide to our diverse community. On the Service Excellence website you will find links to the video recordings of these presentations and watch for more to come as we continue to show our community how we can make a difference.



“Enduring commitment”

**Fire Department
Community Volunteers**



Heavy Equipment = Heavy Savings



Training Opportunities

Yellow Belt: April 2; June 1

Champion: March 5; May 4

Green Belt: May 21-22 and June 25-26

Self-register for Yellow Belt and Champion training through VCHRP. Find the Green Belt application on the Service Excellence website and submit it to your manager for approval.



COUNTY OF VENTURA

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We're on the Web!

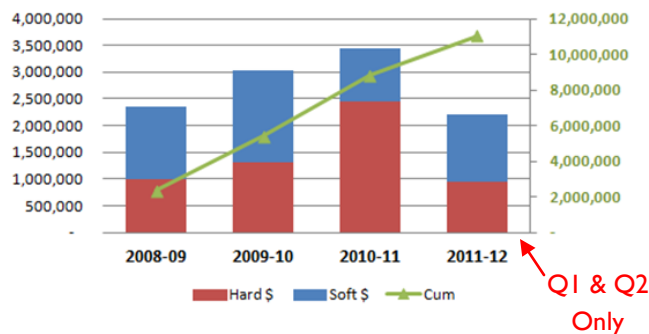
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SERVICE EXCELLENCE PROGRAM OBJECTIVE

Encourage a County-wide culture of service excellence, continuous improvement and empirically-based decision making as a means of improving the quality, consistency, speed and cost of County services.

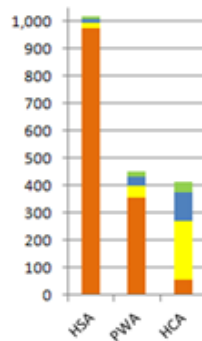
Service Excellence Program Results (As of 2011-2012 Q2)

Events Dollar Value



**\$11 Million
in Savings!**

Training by Agency & Type



Training by Agency and by Type

