Encouraging Efficiency & Innovation In State Government

Presentation to the Members of the Utah Social Services Appropriations Subcommittee

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Overview

State Employee Rewards Programs
Lean Government
Agency Flexibility
Customer Service Improvements
Questions
State Employee Suggestion Rewards Programs

States with Employee Suggestion Rewards Programs
Stimulate innovative thinking by state government employees

Develop a climate to motivate state employees to submit their ideas and suggestions for improvement

Provide an impartial evaluation of employee suggestions by persons qualified to judge their merits

Ensure that suggestions are appropriately rewarded, implemented and that recognition is given to the employee(s).
State Employee Suggestion Rewards Programs

Employee submits suggestion

Does it meet eligibility requirements

Is it feasible

What are the "real savings"

Employee receives reward

Missouri
State Employee Suggestion Rewards Programs

Colorado

Employee
- 5% of the cost savings up to $5,000

Agency
- 25% of the cost savings up to $25,000
State Employee Suggestion Rewards Programs

http://prezi.com/nuo4ijw4klxa/kess/

Kentucky
Lean Government: What is It?

A set of principles & procedures to

Identify Waste

Improve Productivity

Engage Employees

Produce Measurable Results
Lean Government in the States

States using Lean
The Lean Process

1. Identify Candidate Processes
2. Build Charter and Team
3. Quantify
4. Identify Improvement Opportunities
5. Measure Performance
6. Implement
7. Design Improved Process
8. Quantify
9. Continuous Employee Involvement
Lean Results: Minnesota

- Duplicate birth certificate issuance reduced to less than one day from six days
- National Guard member bonus pay processing reduced to 14 days from 30+ plus days
- Federal reimbursement bill processing reduced to one month from three months
- Surplus vehicle parking needs reduced 75 percent
Agency Flexibility

- Florida Innovation Fund
- Iowa Charter Agencies
- Oklahoma Employee Productivity Enhancement
- Washington Savings Incentive Fund
Customer Service Improvements

Virginia Business
One Stop

Georgia Customer Service
Questions?

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