The State of Wisconsin

OFFICE OF THE GOVERNOR

EXECUTIVE ORDER #66

Relating to the Wisconsin "Lean Government" Initiative

WHEREAS, in order to create jobs and promote economic growth, government must operate with business-like efficiency; and

WHEREAS, state government should continuously improve its efforts to serve State residents and be a good steward of tax dollars; and

WHEREAS, "Lean Government" initiatives can provide the framework for making fact-based decisions, enable the process to be changed positively, and drive continuous improvement using a structured approach; and

WHEREAS, "Lean Government" initiatives are a tool for state government to increase efficiencies in customer services and provide a safer and more streamlined workplace for employees; and

WHEREAS, Starbucks, 3M, Alliant Energy, Theda-Care Health Systems, Caterpillar, Mercury Marine, and Quad Graphics, Inc. are a sample of the businesses utilizing "Lean Government" initiatives to increase efficiency; and

WHEREAS, states like Iowa, Minnesota, and Connecticut have implemented "Lean Government" initiatives; and

WHEREAS, the Corporation Counsel Office of Marathon County, Wisconsin has incorporated "Lean Government" initiatives with great success, resulting in a 75% reduction in the case processing time for children in need of protection or services (CHIPS); and

WHEREAS, Brown County, the University of Wisconsin-Stout, the City of Appleton, Marathon County, and the Village of Weston are among the units of Wisconsin government that are employing "Lean Government" initiatives;

NOW THEREFORE, I, Scott Walker, Governor of the State of Wisconsin, by the authority vested in me by the Constitution and laws of this State, do hereby direct that:

1. The Department of Administration; the Department of Agriculture, Trade and Consumer Protection; the Department of Children and Families; the Department of Corrections; the Department of Financial Institutions; the Department of Health Services; the Department of Natural Resources; the Department of Revenue; the Department of Safety and Professional Services; the Department of Tourism; the Department of Transportation; the Department of Veterans Affairs; the Department of Workforce Development; the Office of the Commissioner of Insurance; Wisconsin Economic Development Corporation; and Wisconsin Housing and Economic Development Authority shall

    a. Implement a "Lean Government" initiative that can change government culture by engaging leadership and staff in the improvement process to understand how to apply "Lean Government" initiatives to eliminate waste, save time, standardize workflow, and decrease process complexity; and

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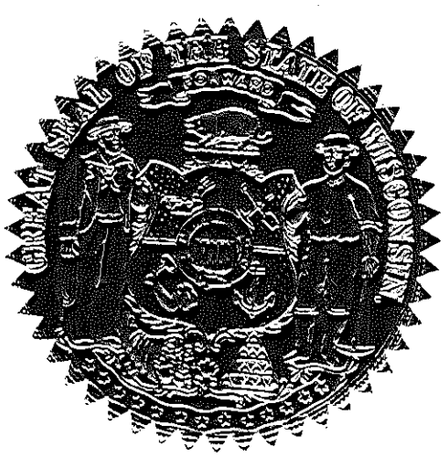
b. Define the agency's mission:
   i. The agency's ultimate goal.
   ii. The customer the agency serves.
   iii. Their customer's opinion of what constitutes a good value.
   iv. The agency's definition of its measure of customer satisfaction and timely service.
   v. The agency's organizational goals for staff involvement in the "Lean Government" initiative.

c. Establish measurement criteria for the services the agency performs with a focus on processes that
   i. Suffer from chronic customer complaints or issues.
   ii. Are visible to staff and customers.
   iii. Show obvious potential for dramatic improvement.
   iv. Currently produce data that enables the agency to track improvement.
   v. Reduce workload, improve customer satisfaction, and improve processes.

d. Focus on processes that do not require statute or rule changes to improve; and

e. Collaborate and provide insight on their "Lean Government" efforts.

2. Each of the above referenced agencies shall track their progress on "Lean Government" initiatives and annually report such progress to the Governor at the beginning of each year.



IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Wisconsin to be affixed. Done at the Capitol in the City of Madison this second day of May, in the year two thousand twelve.

SCOTT WALKER
Governor

By the Governor:

DOUGLAS LA FOLLETTE
Secretary of State