

# ***SECRETS: Recapture Significant Time and Deliver More***

## **2019 MinnCAP Training Conference**

Thursday, July 25, 2019

10:45 – 12:00 pm

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# Agenda

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



# Meet Lee Kuntz

Innovation Process Design, LLC

*President, Process Transformation Trainer 2000-Present  
Helped over 50 organizations transform processes and  
results*

Certified Lean Six Sigma Black Belt

*Villanova University*

MBA, Finance & Strategic Management

*University of Minnesota*



*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:

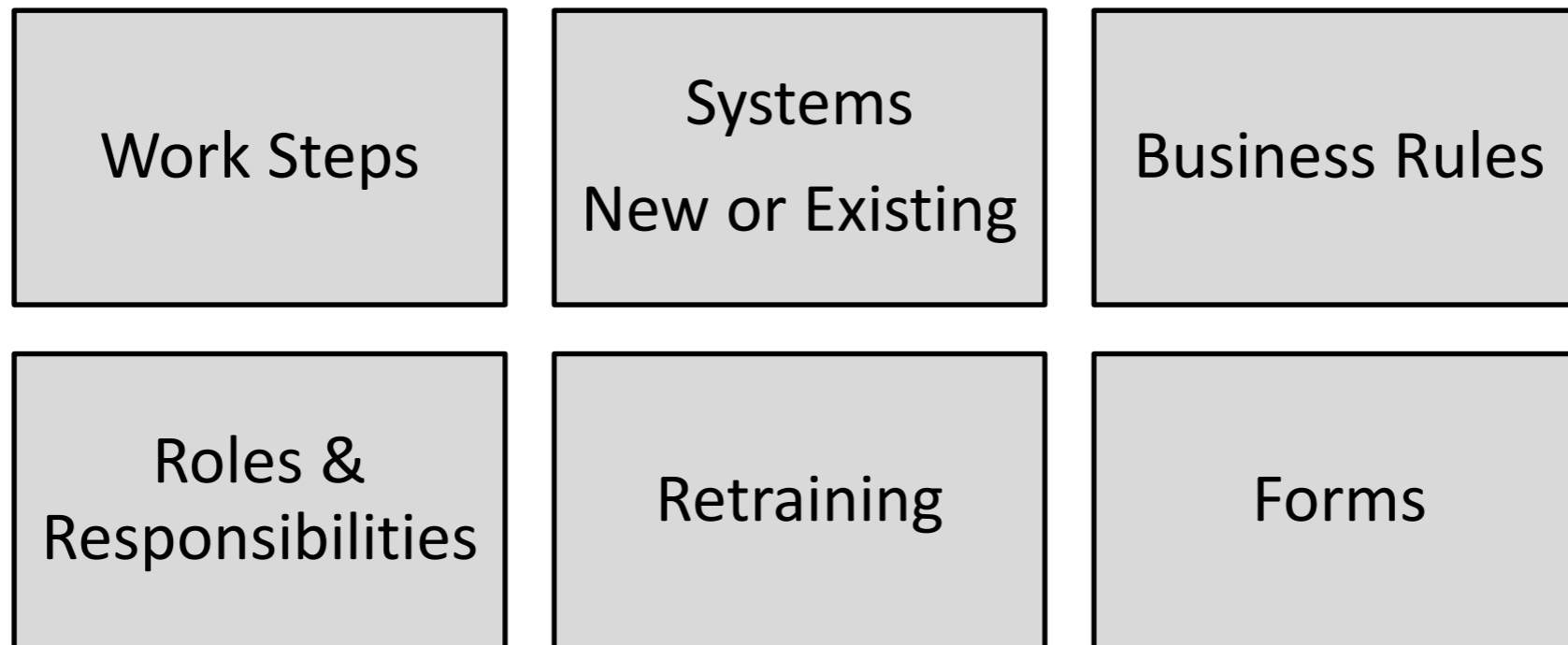
- Use proven tools
- Include change management approaches
- Develop and sustain strong leadership support

\* Pro Sci Change Management Survey

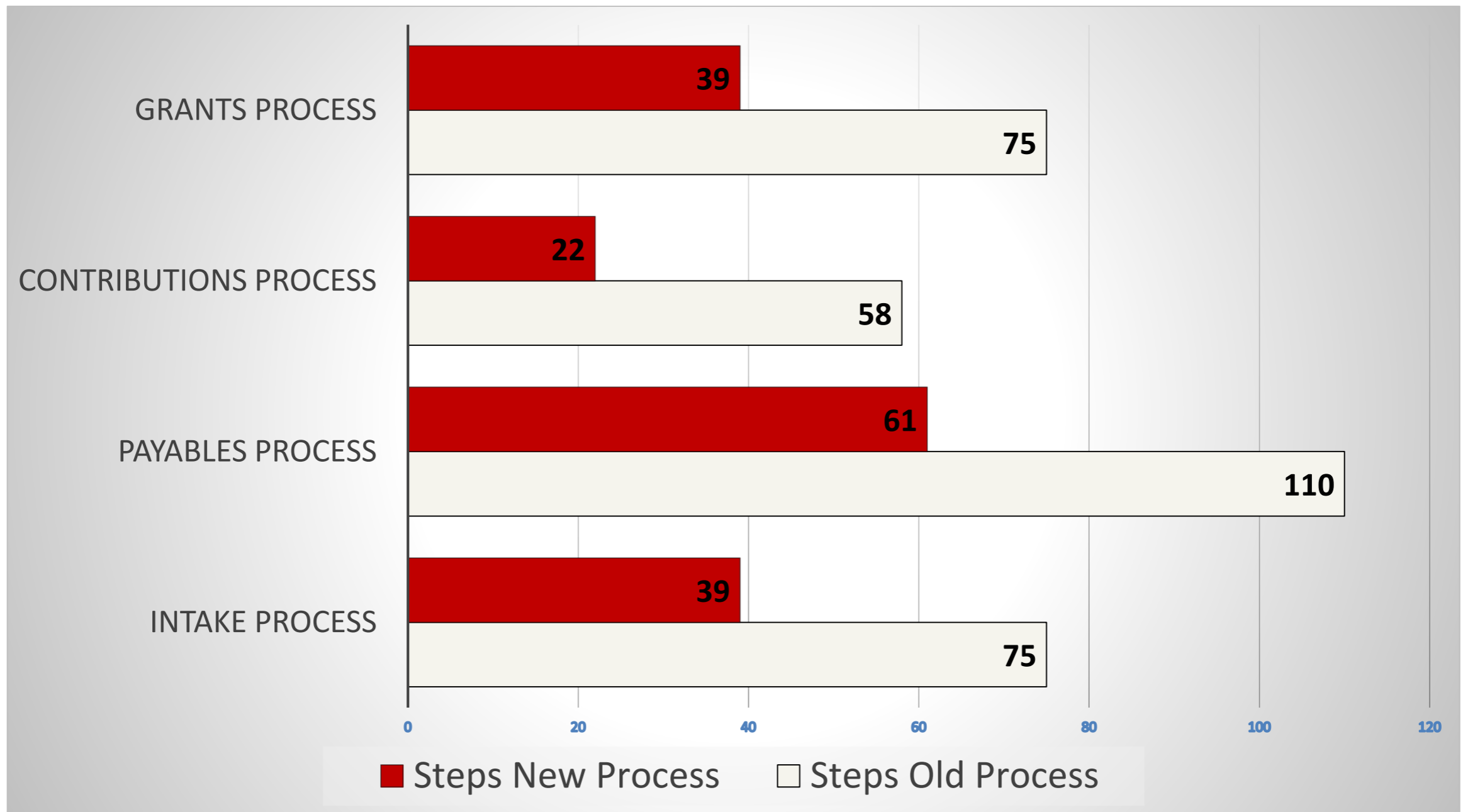


# Transformational Process Improvement

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

- 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.

