



Draft Detailed Agenda

The ELMS Summit 2018 is designed to help attendees learn about the role of the problem-solvers in ELMS, tools for assisting process teams in the use of visual management, and the connections between performance improvement and measurement. Our goal is for attendees to better understand how they can support process teams in using ELMS tools and assisting teams in achieving continuous improvement.

Wednesday, November 28 -- Texas/Oklahoma Room

10:00-11:30	<p>Preconference Workshop: A3 Training This workshop will provide a deep dive into the use of the A3 project planning form, with emphasis on establishing goals statements and targets. <i>Karen Costa, EPA Office of Continuous Improvement</i> Room TBD</p> <hr/> <p>Preconference Workshop: ELMS Deployment -- Pre-Deployment Training Assist ELMS coordinators/leaders develop readiness assessments and plan for deployment training. Intended audience: Offices developing readiness assessments and planning for ELMS deployment training. <i>Yvonne Watson, EPA Office of Continuous Improvement</i> Room TBD</p> <hr/> <p>Preconference Workshop: ELMS Deployment -- Post Deployment Training Share activities that ELMS coordinators/leaders should consider and plan for after deployment training. Intended audience: Offices that have completed ELMS deployment training. <i>Becky Weber, EPA Region 7</i> Room TBD</p>
1:00-1:15	<p>Welcome <i>David Gray, Deputy Regional Administrator, EPA Region 6</i></p>
1:15-1:45	<p>From Lean to ELMS EPA has conducted Lean projects for years, so how does the agency's previous work integrate with the EPA Lean Management System? This discussion will connect the dots and explain how the Lean methodology and other problem-solving techniques are used in ELMS. <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i></p>
1:45-2:15	<p>Gears of Government Awards The Gears of Government Awards recognize federal employees and teams for their exceptional contributions to improving the performance of their organizations through outstanding mission results, customer service, and accountable stewardship. These are the first Gears of Government Awards to be made in the federal government. <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i></p>
2:15-2:30	Break
2:30-3:00	<p>ELMS in Acquisitions EPA's Office Acquisition Solutions (OAS) has made great progress in implementing the ELMS. The benefits of speedier acquisitions should benefit the entire agency. This session will describe how OAS has begun to transform itself and the road ahead. <i>Donna Vizian, Principal Deputy Assistant Administrator, EPA Office of Administration and Resources Management</i> <i>Stefan Martiyan, Branch Chief, EPA Office of Administration and Resources Management, Office of Acquisition Solutions</i></p>
3:00-3:30	LMS in the Health Care Industry

Lean Management Systems are relatively new to government, but private industry has been using these approaches for decades. In the health care industry, Lean principles are used not only to improve existing processes, but also in the design of new hospitals. This session will explain how Lean ideas have improved this critical sector.

Rudy Santacroce, Senior Vice President, CannonDesign, Dallas TX

3:30-4:00

The Nebraska LMS Experience

The State of Nebraska, Center of Operational Excellence provides statewide support for continuous process improvement. This session will provide insight on how the Nebraska's environmental agency has embraced Lean and the use of visual management to better deliver its important mission.

Doug Barry, Process Improvement Coordinator, Nebraska Department of Environmental Quality

4:00-4:30

The Arizona LMS Experience

Arizona is recognized as a leader in the use of Lean Management to improve the performance of government agencies. This session will reveal how Arizona's 35 agencies have transformed as a result of the state's significant effort to establish the Arizona Management System.

Rob Woods, Administrator, Arizona Department of Administration, Government Transformation Office

4:30-5:00

Wrap Up Discussion

Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations

5:30-7:30

Reception – Location TBD

Thursday, November 29

8:15-8:30	<p>Welcome to Region 6 Anne Idsal, Administrator, EPA Region 6 <i>Plenary Session: Texas/Oklahoma Room</i></p>
8:30-9:00	<p>What Makes a Good Measure? Define the characteristics of measures at all levels. Address the purpose of the measure/ how it will be used, the audience for the measure, and the relationships between measures. <i>Linda Hicklin, EPA Office of the Chief Financial Officer</i> <i>Yvonne Watson, EPA Office of Continuous Improvement</i> <i>Plenary Session: Texas/Oklahoma Room</i></p>
9:00-9:30	<p>From Flow Boards to the QPR Discuss how issues are raised through visual management:</p> <ul style="list-style-type: none"> • Using flow boards and performance boards at the staff and first line supervisor level and elevating issues to Senior Managers • Visually tracking key issues through Bowling Charts with Senior Leadership team in each program/region • Raising reform areas and missed targets to Acting Administrator on breakthrough measures at the QPR <p><i>Andrew Cox, EPA Office of Continuous Improvement</i> <i>TBD, EPA Office of the Chief Financial Officer</i> <i>Plenary Session: Texas/Oklahoma Room</i></p>
9:30-9:45	Break
9:45-12:15	<i>Invite Only: ELMS Senior Managers</i>
9:45-10:40	<p>Visual Management Hands On Nuts and bolts of visual management and hands-on visual board deployment. <i>Kim Green-Goldsborough, EPA Office of Continuous Improvement</i> <i>Practitioner Track: Texas Room</i></p> <p>Visual Management 101 Share basic visual management tools with bowling chart owners to connect-the-dots with measures and visual management. <i>Andrew Cox, EPA Office of Continuous Improvement</i> <i>Reporting Track: Louisiana/Arkansas Room</i></p>
10:45-11:40	<p>Identifying Problems How and when to identify problems utilizing visual management tools. <i>Laura Poole, EPA Office of Continuous Improvement</i> <i>Practitioner Track: Texas Room</i></p> <p>Arizona's Use of Data <i>Josh Wagner, Arizona Department of Administration, Government Transformation Office</i> <i>Reporting Track: Louisiana/Arkansas Room</i></p>
11:45-12:30	<p>Problem Solving Techniques What are the different tools and when best to use them. How to use problem solving as part of visual management. <i>Chris Taylor, EPA Region 7</i> <i>Yvonne Watson, EPA Office of Continuous Improvement</i> <i>Practitioner Track: Texas Room</i></p> <p>Using Measures Internally and Externally</p>

John Hall, EPA Office of the Chief Financial Officer
Kathy O'Brien, EPA Office of the Chief Financial Officer
 Reporting Track: Louisiana/Arkansas Room

12:30-1:30	Lunch
1:30-2:25	<p>Standard Work for Improved Processes <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i> Practitioner Track: Texas Room</p> <p>Bowling Chart Workshop Go over key changes to bowling charts in FY 2019, and discuss issues that have arisen in recent submissions. Have extensive Q and A with hands on assistance. <i>Linda Hicklin, EPA Office of the Chief Financial Officer</i> Reporting Track: Louisiana/Arkansas Room</p>
2:30-3:30	<p>Regional / HQ Deployment Lessons Learned <i>Becky Weber, Senior Advisor, EPA Region 7</i> Practitioner Track: Texas Room</p> <p>Bowling Chart Workshop – continued Reporting Track: Louisiana/Arkansas Room</p>
3:30-3:45	Break
3:45-4:15	<p>Working with Countermeasures <i>Judy Lieberman, EPA Office of the Chief Financial Officer</i> <i>Laura Poole, EPA Office of Continuous Improvement</i> Plenary: Texas/Oklahoma Room</p>
4:15-4:45	<p>Building Trust During Change The transformation to ELMS requires leaders, supervisors, planners, and staff members to use new approaches to deliver the important mission of the agency. This means the agents of change may often be working with skeptical teams. This session will provide strategies for increasing trust with those on the front lines of the ELMS initiative. <i>Kevin DeBell, Senior Advisor to EPA's Associate Deputy Administrator and Chief of Operations</i> Plenary: Texas/Oklahoma Room</p>
4:45-5:15	<p>Making Business Reviews Effective Interactive session between managers, bowling chart owners, and lean practitioners on best practices for addressing issues in monthly business reviews. <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i> <i>John Hall, EPA Office of the Chief Financial Officer</i> Plenary: Texas/Oklahoma Room</p>
5:15	<p>Question and Answer Session <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i> Plenary: Texas/Oklahoma Room</p>

Friday, November 30

8:00-8:55	<p>Tools for Coaching Managers in ELMS Share management tools with ELMS champions/practitioners to assist managers in their office. <i>Kevin DeBell, Senior Advisor to EPA's Associate Deputy Administrator and Chief of Operations</i> <i>Becky Weber, Senior Advisor, EPA Region 7</i> <i>Practitioner Track: Texas Room</i></p> <p>Performance Reporting Update Demo of the Performance module, including how it can support ELMS. <i>Kathy O'Brien, EPA Office of the Chief Financial Officer</i> <i>Reporting Track: Louisiana/Arkansas Room</i></p>
9:00-9:55	<p>Kaizen Standard Work and Planning Steps for successful execution of Kaizen and the link to ELMS. <i>Chris Taylor, EPA Region 7</i> <i>Laura Poole, EPA Office of Continuous Process Improvement</i> <i>Practitioner Track: Texas Room</i></p> <p>Data Visualization Tools Purpose: discuss and demonstrate visualization tools, and what they can do for implementing ELMS. Qlik Sense, Lumira, and other tools will be discussed. <i>Dani Shannon, EPA Office of the Chief Financial Officer</i> <i>Reporting Track: Louisiana/Arkansas Room</i></p>
10:00-10:55	<p>Tracking Improvement Projects and Boards Roundtable Discuss idea for tracking improvement projects from visual boards, kaizen event and board development. <i>Andrew Cox, EPA Office of Continuous Process Improvement</i> <i>Practitioner Track: Texas Room</i></p> <p>OCFO Office Hours <i>EPA Office of the Chief Financial Officer</i> <i>Reporting Track: Louisiana/Arkansas Room</i></p>
10:55-11:15	Break
11:15-12:00	<p>Bringing It All Together / Question and Answer Session <i>Henry Darwin, EPA Associate Deputy Administrator and Chief of Operations</i> <i>Plenary: Texas/Oklahoma Room</i></p>