



# Special Meeting

**Social Services Redesign Project:  
Increasing Efficiency and Effectiveness in State Government**  
*Workshop featuring Kristen Cox, Utah Office of Management and Budget*

**Tuesday, May 1, 2018**  
8 a.m. – 3:30 p.m., Central Time

North Dakota Heritage Center – Auditorium  
612 E. Boulevard Ave., Bismarck, N.D.

*The Operational Excellence in Government workshop by Kristen Cox, executive director of the Utah Office of Management and Budget will provide forward-thinking leaders with practical tools and methodologies to significantly improve their organization's performance. The approach outlined in this workshop is founded on the groundbreaking principles of the Theory of Constraints. The goal is to create more value for every taxpayer dollar invested.*

## **Agenda/Workshop Outline**

- Improvement in government operations and the key principles of Theory of Constraints
- Tailored approaches to different types of operations—from transactional to social service environments
- Telling “your story” to important stakeholders
- Methods and tools needed to obtain big improvements
- Why most improvement initiatives fail; the importance of understanding the goal
- Operational rules that identify the root causes of poor performance
- Applying the Theory of Constraints and instilling it as a management philosophy
- Finding and exploiting hidden capacity
- Why simple solutions produce the best results
- Determining the data that management should focus on
- Developing true system performance measures and measuring improvement
- Understanding why quality matters
- The importance of measuring speed in operations
- The difference between costs and the causes of costs
- Determining when management should intervene or make operational changes
- The danger of backlogs and how to avoid them
- Starting and sustaining the process of continuous improvement
- Prioritizing the work, overcoming inertia and engaging staff
- Closing comments and adjournment

Individuals who need accommodation to participate can contact Heather Steffl, North Dakota Department of Human Services, 600 E. Boulevard Ave., Dept. 325, Bismarck, N.D. 58505-0250, 701-328-4933, ND Relay TTY 800-366-6888 or [hsteffl@nd.gov](mailto:hsteffl@nd.gov).

**Date of notice:** April 30, 2018

Person preparing the notice: Heather Steffl