

Could there be as much as 60% waste in state government?

## Finding Capacity

### THE STORY:

All organizations have waste. Waste is defined as activities that create nothing of value for our customers. The real waste in government is not in spending too much on things it buys, it is in doing things that add no value.

### INSIGHT:

#### Process waste – eliminated

– is capacity. Eliminating process waste frees up resources that can be applied to improve and expand services.



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### Results Driven Government – on the journey to Level Three Government



#### WANT TO LEARN MORE:

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From the author of *Government That Works*, the most authoritative book on state government operations

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