

INSIGHTS

Results improve when we make improvements to the underlying processes

Improving Results

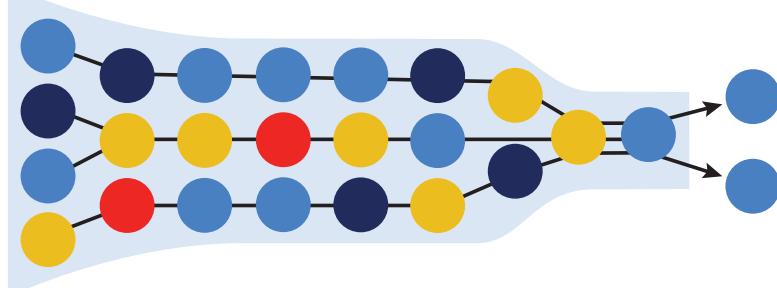
THE STORY:

Ask most people: “what do you do when your results fall short of expectations?” – and they don’t have a predictable answer.

INSIGHT:

Processes determine outcomes, and so if you want better outcomes understand what’s going on in your processes. When you uncover where the process is jamming up (root cause) – remove it – performance will improve. Bottlenecks can be process breakdowns or missed opportunities, but either way, data will uncover the problem and the solution. The key in process improvement is to eliminate the root cause, not fix everything in sight.

Theory of Constraints



No process can go any faster than its slowest step.

The fastest way to improve the performance of your department is to solve the problem that causes the most trouble.



50-60%
Waste

Government processes contain enormous waste, as much as 50-60 percent of the activities add no value. The only way to free that waste is to use the need to drive improved results to find bottlenecks, eliminate those bottlenecks, and in the process free up new capacity.

Results Driven Government – on the journey to Level Three Government



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

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