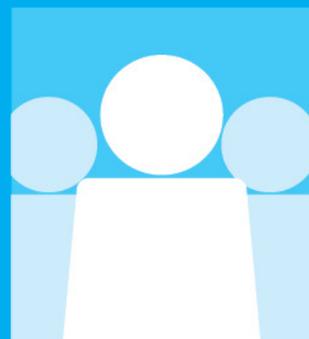
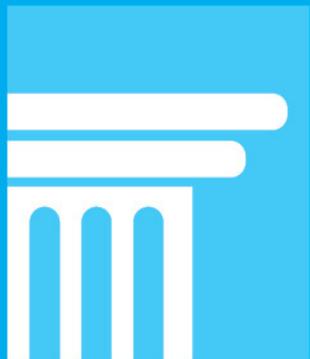


McKinsey Center for Government

Experience the impact of lean management in government





McKinsey Public Sector Model Office

Experience the impact of lean management in government through a hands-on learning environment in Washington DC

McKinsey & Company, a global leader in operations across industries, offers the McKinsey Public Sector Model Office as a laboratory for government leaders to experience a lean transformation through hands-on activities.

The Model Office experience can be customized for any number of specific client needs. Typical programs are structured into 1-2 day workshops and can be offered as a standalone event or as part of a larger client engagement.

The Model Office is built on a fictional governmental organization, the General Government Services Office, that handles customer service requests and makes risk determinations for complex projects.

We are conveniently located in downtown Washington DC and are Metro accessible.

This booklet offers a snapshot of offerings for government clients.

Build awareness and skills for better organizational performance

Whether you are focused on improving customer service, business support, or long, complex expert processes, our programs apply to a broad range of government areas, and are relevant to any audience, from frontline leaders to change agents to senior leaders.

What is lean management?

Lean management is a way of managing and improving an organization to deliver consistent, fast, and high quality outcomes for customers and multiple stake holders.

Lean management includes, but goes far beyond, technical tools used to improve processes and addresses the management systems, skills, and mindsets needed for sustainable and scalable organizational change.

Ways to learn more

Adults learn best through doing. The Model Office is a hands-on learning experience where clients can build skills to assess and improve their own organizational processes by trying new approaches in a no-risk environment.

If you are new to lean management our programs will demonstrate its core philosophy and major elements.

If you've already been implementing a process improvement methodology, or are familiar with lean concepts, the Model Office will deepen your understanding and skills and allow you to test advanced ideas that can be applied in your own organization.

What a typical program looks like

Participate in a lean transformation of the GGSO's benefit application processing unit as a frontline employee or risk assessment unit as an expert.

Complete common activities such as processing applications from citizens, making risk determinations, and engaging in team meetings.

Deconstruct these experiences, identify sources of waste, problem-solve, and implement and test solutions.

Sample one-day agenda

9:00 am	Welcome video from Director of GGSO; orientation
10:00 am	Role play 1: Introduction to the five elements of lean management, and problem solving on three of them: <ul style="list-style-type: none">▪Voice of citizen▪Performance management▪Operating system
12:00 pm	Lunch
1:00 pm	Reconfiguration of work area and role play 2
2:00 pm	Problem solving on two new elements of lean management: <ul style="list-style-type: none">▪Organization and skills▪Mindsets and behaviors
3:00 pm	Reconfiguration of work area and role play 3
3:30 pm	Review and reflection
4:30 pm	Conclusion of day

Customer service and business support program

Learn how a variety of customer focused processes can be improved

Typical challenges in customer service and business support processes

Solutions to explore through the Model Office

Limited clarity about who key “customers” and stakeholders are and what they truly need

Develop a clear **understanding of “voice of the citizen”** as well as needs of other stakeholders

Significant variability of practices and performance across frontline employees

Establish frontline-driven **standard work and best practice sharing**

Capacity bottlenecks and long customer wait times

Improve end-to-end flow of work through **balanced workcells and work segmentation**

Limited transparency of real-time performance; frontline not engaged in continuous improvement

Install **daily management tools and practices** to ensure all employees are engaged in improving outcomes for customers

Managers focus more energy on technical performance at the expense of people development

Embed **management tools and practices** that enable managers to develop employee skills and performance

Expert coordination or long cycle time program

Learn management practices to better coordinate expertise across functional areas

Solutions to explore through the Model Office

Typical challenges in long, complex processes requiring expert coordination

Create better understanding of internal and external stakeholder needs

Varying views on needs of customers and other stakeholders across functional groups

Reconfigure processes and handoffs to improve flow and reduce unnecessary waiting or “white space”

Significant “white space” in end-to-end processes due to complex and varying processes

Install daily management tools and practices to help experts prioritize time and focus on value added activities

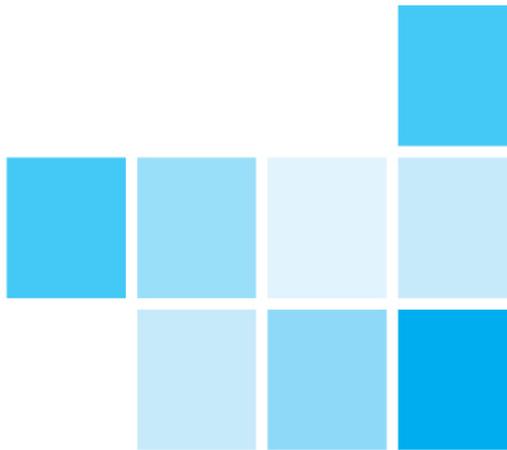
Experts have multiple demands on their time and often get distracted with urgent requests

Utilize metrics and other management tools to improve openness and coordination of experts across functional groups

Few metrics or time standards exist for end-to-end processes

Establish a clear owner of end-to-end processes to ensure problems are raised and solved across functional groups

No owner of full end-to-end process; work items can get lost in “black holes”



A large, light blue silhouette of a person's head and shoulders is positioned on the left side of the page. On the right side, there is a decorative pattern of squares in various shades of blue and white, arranged in a grid-like fashion.

How to sign up

Our programs are structured as one or two-day workshops, each attended by 10-30 people interested in launching a lean management transformation, or refreshing and energizing an existing transformation.

To register for a program, please reach out to:

Mark Minukas: mark_minukas@mckinsey.com

Maria Otero: maria_otero@mckinsey.com

Please note that programs tend to fill up quickly, so please check with us on availability.

