

OVERVIEW

Module #12 – Lean Communities discusses how the techniques of lean operations developed in private industry can be applied to local government and other sectors to create a “lean” community that is highly competitive in attracting and retaining businesses and a preferred place to live because of efficient services and low taxes. This module begins with an explanation of the concept of lean operations, then explains how lean can be applied to the service and public sectors and why it is important for communities to embrace it and finally examples of communities and government agencies that have begun the lean transformation.

Who should use this module?

- Community leaders in public and private sectors interested in reducing waste when providing municipal services.

How can the information in this module benefit your community?

- While this approach to improving municipal services is relatively new, in the past few years, lean principles have been increasingly applied to service organizations and governments.
- Case examples of communities integrating lean transformation into their overall improvement or capacity-building strategies with strong management involvement have proven to clearly improve their service to residents and businesses alike.
- Lean transformation can provide a community with a significant competitive edge no matter what their size.
- The lean community process is similar to comprehensive community and economic initiatives and should be approached in a thorough, ambitious and inclusive way.
- Louisiana’s Lean Center of Excellence at the University of Louisiana at Lafayette can serve as a supporting partner to communities interested in learning more.

SUMMARY OF THE COMMUNITY DEVELOPMENT PROCESS

ORGANIZE

Organize the group
Define the mission
Identify stakeholders

ANALYZE

Collect information
Analyze findings

COMMUNICATE

Keep public informed

PLAN

Expand organization
Identify leadership
Establish a plan
Create vision statement
Develop strategic plan

IMPLEMENT

Begin programs
Seek early successes

EVALUATE

Review and adjust

CELEBRATE

Publicly celebrate
Recognize citizen efforts

SUSTAIN

Create new goals