



Centralina Council of Governments

GROWING Jobs and Our Economy | CONTROLLING Cost of Government | IMPROVING Quality of Life

Lean Process Improvement for Local Government

The Challenge

Cities and counties today are facing a double squeeze of declining state and federal funding and increasing service expectations. There are pressures to cut costs, provide more services, work faster, improve customer satisfaction, prove results, and prepare for the future. What's needed is a tool that can help improve quality of service and customer satisfaction, while reducing costs.

Helping Local Governments Find Efficiencies

Lean process improvement has been helping state and local governments across the country become more efficient and cut costs. Lean is a business optimization approach that eliminates activities that do not create value for customers by designing and implementing faster and less complex ways of delivering services.

Lean has tremendous applicability in local government practices, including any permitting or application process (such as building or sign permitting, zoning applications, etc.) and any internal process, such as accounts payable and human resources functions.

Lean will help your local government:

- Understand your work process and find efficiencies.
- Engage your employees and stakeholders to find solutions.
- Increase value and customer service for your customers.
- Eliminate waste and non-value added activities.
- Find time and cost savings.

CCOG has instituted Lean practices to ensure its operations are efficient, effective, and producing quality products and services, and has trained staff members who can implement the methodologies of Lean to assist your local government.

"Development processes that were taking from two to six months can now be expected to take from one to three months, depending on complexity and scope."

-- Erika Martin

Troutman Planning Director

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