

## Press Release – For Immediate Release

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Organizers of the Canadian Public Sector Excellence Network (CPSEN) NCR Chapter Networking Meeting quickly reached event capacity for its April 16, 2015 mini-workshop on Lean for government. Guest presenter France Bergeron will be engaging participants in *Lean 101 for the Public Sector: What you need to know...it is not all about the belts!* The event's popularity reveals a deepening interest in Ottawa for Lean as it applies to government – helping make every tax dollar deliver value to citizens. There are challenges ahead, however, where the public sector cannot take shortcuts in deploying Lean.



### **Full capacity registration at Lean for government event reflects rising interest for Lean in the public service**

April 12, 2015 – **Ottawa, Ontario** – Organizers of the Canadian Public Sector Excellence Network (CPSEN) NCR Chapter Networking Meeting quickly reached event capacity for its April 16, 2015 mini-workshop on Lean for government. This type of free of event for CPSEN members is part of the network's fundraising efforts. Interestingly, the event's popularity reveals a deepening interest in Lean as it applies to government – helping make every tax dollar deliver value to citizens.

Guest presenter France Bergeron will be engaging mini-workshop participants in *Lean 101 for the Public Sector: What you need to know...it is not all about the belts!* “Only three years ago when I asked federal public sector employees to raise their hands if they had already heard about Lean, at most one or two would be raised”, explained France Bergeron, Lean facilitator, presenter and consultant at Alpen Path Solutions. This was in contrast with many governments worldwide

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that had already turned to Lean management as a proven approach to continuously improve services by focussing on what has value for citizens while reducing cost and bureaucracy and empowering employees to solve problems and innovate. “Now, however, it is surprising when a public servant in Ottawa has not already heard about Lean,” she added.

Such a rapid rise in interest for the Lean management approach as it applies government has come with its downsides however, including misunderstandings about Lean and its long-term philosophy of continuous improvement and respect for people. “There is extensive academic research, especially by UK-based researchers that we can draw on to avoid making some of the mistakes other governments have made”, continued Bergeron. She has tackled the challenge of adapting Lean for government based on her deep understanding of public sector culture and of her experience with, and passion for, the Lean approach. “Done properly, integrating Lean in government can even help retain Millennials that are looking to be engaged and challenged. I’ll be broaching this very topic with CPSEN members”, Bergeron commented.

Another source of confusion about Lean according to Bergeron appears to lie in how to deploy and sustain Lean in the public sector. “One of the biggest hurdles the public sector in Canada faces in ‘living Lean’ is resisting the urge to create ‘Lean experts’ with so-called belt systems” exclaimed Bergeron. The belt approach was borrowed from the fundamentally different Six Sigma prescriptive methodology that involves experts with varying levels of mastering statistical and mathematical tools. In contrast, Lean is an overarching management approach that involves everyone as experts in their own job to solve problems and deliver value to clients. “In a Lean organization, everyone is a problem solver” Bergeron added. She also cautioned that no recognized certification body exists for belts in Lean.

In spite of the challenges ahead, Bergeron remains confident that Lean for government has a bright future – and this is good news for Canadian citizens. She looks forward to sharing and transmitting her passion for Lean with CPSEN members in keeping with her motto – Lean. It’s simple.

**Short Bio** – France Bergeron (BTh, MSc in management and organizational development) has over 20 years of experience in the Canadian federal public service. She has worked in line departments, central agencies and served as an

officer in the Canadian Forces. She also has experience working with municipal and provincial governments. As Director, Lean initiative at Transport Canada she facilitated Lean events and trained some 550 employees in the Nation's Capital and in regional offices. She has been an engaging Lean speaker at numerous government gatherings across Canada, in French and in English. France launched the Lean for government (<http://leanforgovernment.com>) website in 2013. Recently, France launched a series of Lean for government training workshops (<http://alpenpathsolutions.com/training/>). She is a member of the American Society for Quality (ASQ) and the Association of Professional Executives of the Public Service of Canada (APEX).

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