



Dean C. Logan, Registrar-Recorder/County Clerk

EIGHTH ANNUAL QUALITY IMPROVEMENT SUMMIT

L.A. County Department of Public Health

February 5, 2020

HISTORY OF LEAN SIX SIGMA AT RR/CC

2011

RR/CC has 1st successful project with the BDM reduction of online mail processing from 17 days to 1

2014

RR/CC trains 80% of employees at Yellow Belt level

2016

95% of Sections have established Idea Boards

2017

77% of Facilitators are Green Belt trained; 24% are Green Belt Certified

2017

RR/CC hosts 1st Annual Facilitator Olympics

2019

RR/CC offers 1st ever Black Belt Training and Hosts Countywide Continuous Improvement

PUBLIC HEALTH & REGISTRAR- RECORDER/COUNTY CLERK

COLLABORATION

LEAN SIX SIGMA PROGRAM



Public Health Quality Improvement Management System



PUBLIC HEALTH COLLABORATION 2018-2020

- 57 Trained in Yellow Belt
- 37 Trained in Green Belt
- 2 Trained in Black Belt

- 8 Project Charters submitted to RR/CC
- 6 Process improvement (Green Belt) projects in progress!

- Department of Public Health Quality Improvement and Accreditation Program (QIAP)
- **MISSION:** To train and assist staff to measure and improve the implementation and impact of their program activities

OUR PROGRAM MISSIONS

- Registrar-Recorder/County Clerk's Lean Six Sigma (LSS) Program
- **MISSION:** Develop a culture in the workplace that cultivates the cycle of continuous improvement by using Lean Six Sigma tools

2019 CONTINUOUS IMPROVEMENT SUMMIT

Sponsored by the Quality and
Productivity Commission

- The QI Team hosted their own table at the Continuous Improvement Summit
- Shared their Mission and Vision with all LA County attendees

THE REGISTRAR-RECORDER/COUNTY CLERK PRESENTS

THE INAUGURAL
LOS ANGELES COUNTY

**CONTINUOUS
IMPROVEMENT
SUMMIT**

2019

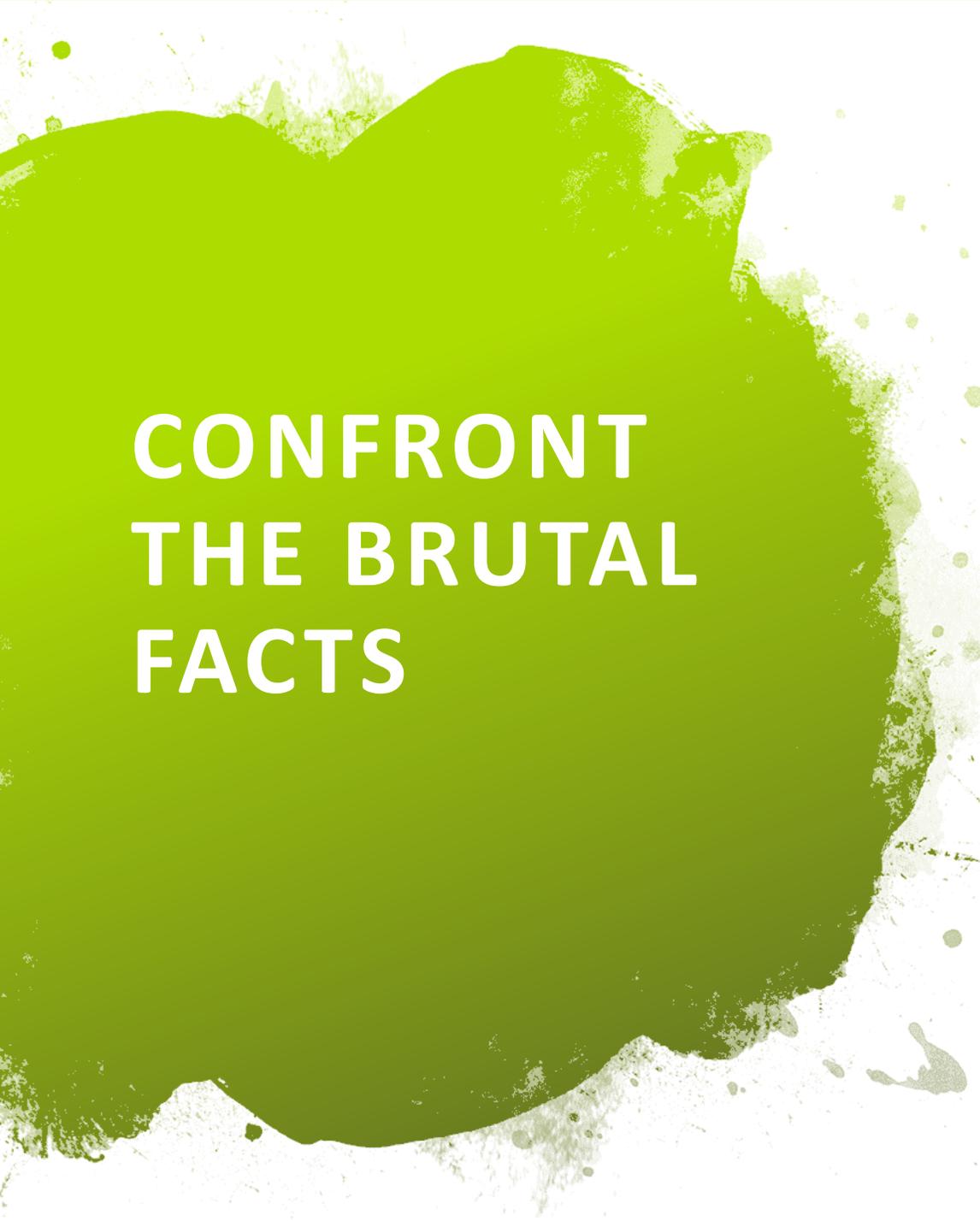
JULY 25, 2019 | 7:45am-4:45pm

QUIET CANNON,
MONTEBELLO, CA



COUNTYWIDE COLLABORATION

- All Green Belt projects are reviewed and approved by RR/CC's Quality Assurance Section in order to be issued a Green Belt Certificate
- Project Charter Feedback/Review for all who attend our Yellow Belt and Green Belt Trainings
- RRCC has provided project consultation and feedback for the following departments:
 - BOS
 - CEO
 - Coroner
 - DCFS
 - DHS
 - DPSS
 - ISD
 - Library
 - Mental Health
 - Probation
 - Public Health
 - Treasurer & Tax Collector



CONFRONT THE BRUTAL FACTS

- STOCKDALE PARADOX
- GOOD TO GREAT
- - JIM COLLINS

The Stockdale Paradox

Retain faith that you will prevail in the end, regardless of the difficulties AND, at the same time, confront the most brutal facts of your current reality, whatever they might be.

Good to Great – Jim Collins



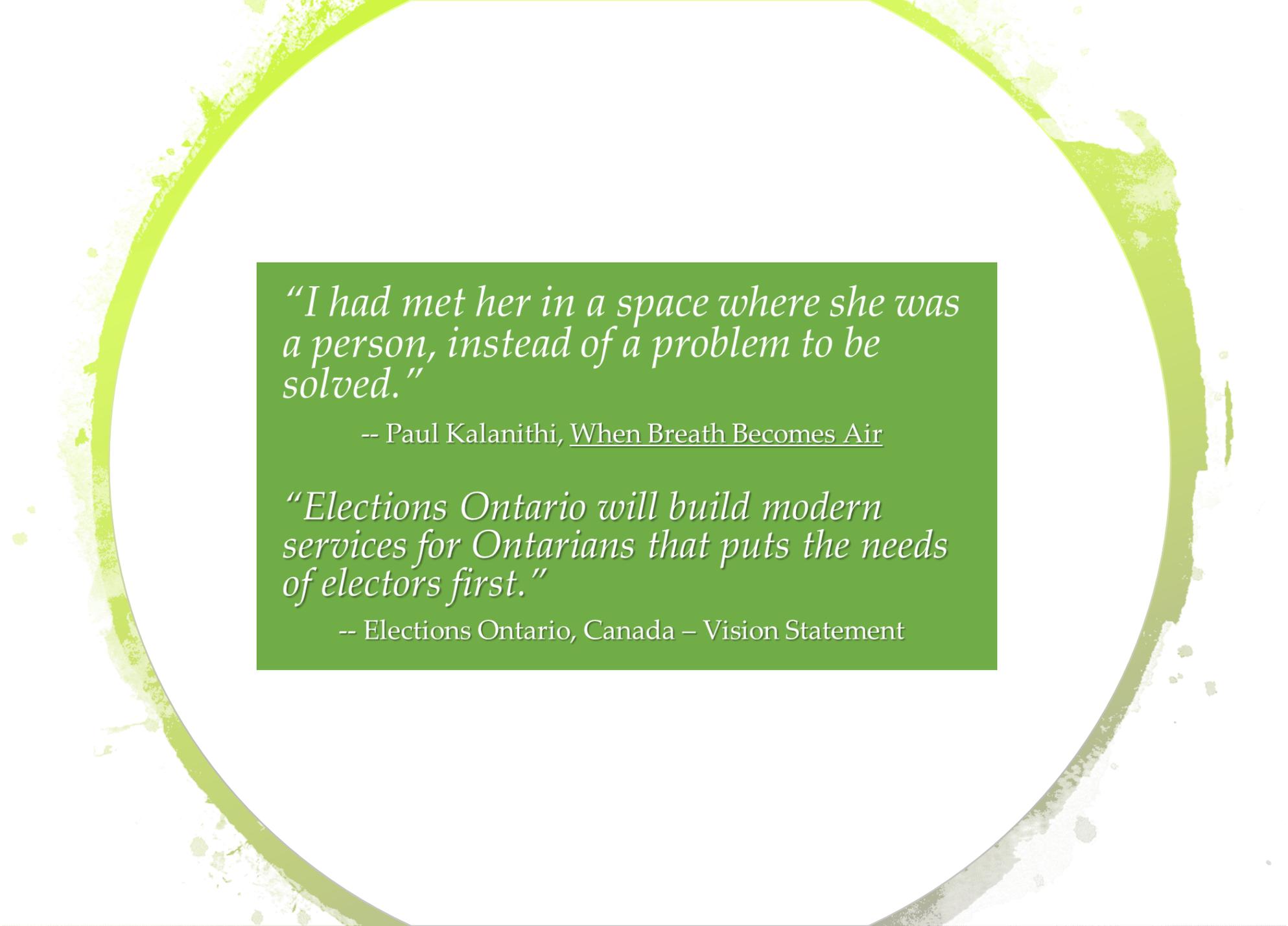
ASK AUDACIOUS QUESTIONS

- *“THE SMART ONES ASK WHEN THEY DON’T KNOW. AND SOMETIMES WHEN THEY DO.”*
- – MALCOLM FORBES



MEET THEM WHERE THEY ARE

REALIZING IT'S ALL ABOUT THE
END USER EXPERIENCE



“I had met her in a space where she was a person, instead of a problem to be solved.”

-- Paul Kalanithi, *When Breath Becomes Air*

“Elections Ontario will build modern services for Ontarians that puts the needs of electors first.”

-- Elections Ontario, Canada – Vision Statement



LISTEN AND OBSERVE

- *LISTEN WITH THE INTENT
TO UNDERSTAND.*
- - STEPHEN R. COVEY



“Most people do not listen with the intent to understand; they listen with the intent to reply.”

-- Stephen R. Covey

BUILD CAPACITY

“With public sentiment, nothing can fail; without it nothing can succeed.”

Team of Rivals –
Doris Kearns
Goodwin

The background features several sets of concentric, curved lines in the top-left and bottom-right corners. These lines are a light gray color and include both solid and dashed styles, creating a sense of motion and depth.

TRUST THE PROCESS

- *HOLD THE VISION, TRUST THE PROCESS.*
- - AUTHOR UNKNOWN





CELEBRATE INCREMENTAL SUCCESS

*"SUCCESS IS THE SUM OF SMALL EFFORTS,
REPEATED DAY IN AND DAY OUT."*

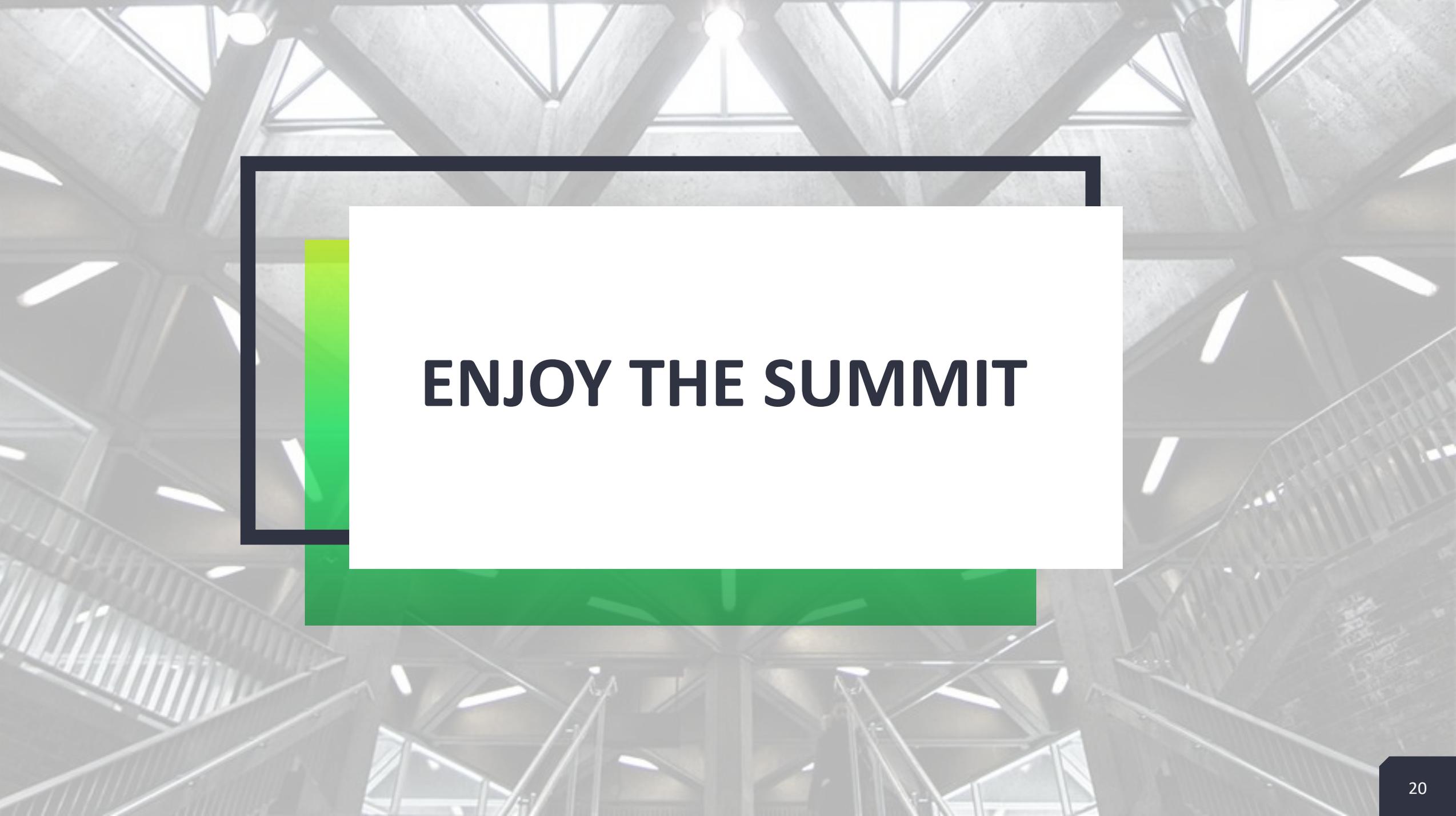
— R. COLLIER



**EMBRACE
THE FEAR
AND MOVE
FORWARD**

*“NOTHING IN LIFE IS TO BE
FEARED. IT IS ONLY TO BE
UNDERSTOOD. NOW IS THE
TIME TO UNDERSTAND MORE,
SO THAT WE MAY FEAR LESS.”*

– MARIE CURIE



ENJOY THE SUMMIT