



# Lean For Municipalities Green Belt

Implementing and Sustaining Improvements  
in the Local Government Sector



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<https://www.leadingedgegroup.com/course/lean-for-local-government-green-belt/>



## Overview

This program develops an understanding of Lean and how it is applied across a variety of local government/municipality settings. In addition to understanding the core Lean concepts, tools and practices, participants will gain the capability and skills to facilitate improvement initiatives.

Participants learn excellent techniques for creating value; improving processes and implementing change; as well as capabilities that are highly transferrable across the organization.

## Key Features and Benefits



Gain immediate return on investment, and benefit from an interactive project focused on achieving workplace improvements



Custom built for the entire municipal sector, including real world examples and municipality case studies



Provides a sought after industry qualification that is recognized internationally



Developed by Lean for municipalities experts



Aligned to ISO 18404 standards



Self-paced, practical and relevant



Access to interactive and engaging content, including practice and review opportunities



Unlock the opportunity to attain a Diploma of Project Management through Leading Edge Group's partnership with the Australasian Leadership Academy (ALA)





## ● Key Topics



Leading Edge Group has been working with the City of St. John's since September 2017 as we take our core value of "continue to do things better" and translate that into how we do our work every day. Working with the Leading Edge Group team, we have been able to build awareness and understanding of continuous improvement (CI) within the organization; develop capacity internally for staff to be able to lead CI projects and outline a strategy for continuous improvement to take us through to the next steps. While we are in the early phase of this CI journey and still have a lot of work to do, Leading Edge Group has provided practical advice and strategic guidance every step of the way.

- Derek Coffey,  
Deputy City Manager, Finance and Administration, Champion for CI.

**ST. JOHN'S**


## Assessment and Certification

Participants are assessed based on completing a multiple choice examination online (50%) and submission of a work-based improvement project (50%). Upon successful completion, participants will receive a globally recognized Lean for Municipalities Green Belt certificate and a digital badge from Leading Edge Group.




## Project Examples


Our Lean for Municipalities Green Belt has empowered professionals to achieve measurable results across a variety of areas, including:




**Accommodation tax retrieval:** Developed new standards of accuracy in revenue collection; reduced the defect rate from 11 defects – that represented approximately \$100,000 in lost revenue from 2018 to 2020 – down to 0. Overall savings of \$131,000.



**Emergency response:** Reduced emergency response preparation time from 4 hours to 3 hours and improved administrative tasks, purchasing practices and stock control of yard equipment. Overall savings of \$73,111.



**Winter operations:** Streamlined weekend winter operations to meet customer service levels 90% of the time and reduce overtime costs during snow by 25%. Once implemented, the new staffing model will reduce overtime costs by 25%. This equates to \$18,000 annual savings from the operations budget.



**Accounts payable:** Reduced rework caused by defects (no PO; misalignment of PO with invoice; etc.) by 30%, thereby enabling an increase in capacity of 10%.



## ● Duration and Delivery



Approximately 85  
program/contact hours



Participants have up to 6 months  
to complete the self-paced program



Self-paced online learning



Useful tools, templates and  
resources provided



### Instructor-led Training Option

Instructor-led training is also available for groups of participants within your organization. Training dates are scheduled with your organization and can be delivered through in-person or live online training over the equivalent of 5 days.

## ● Expert Mentoring Support

Full online mentoring support for participants is provided throughout the program. This support involves:



Providing any further clarification on subject matter queries



Advising on suitable project selection and scoping



Supporting participants as they undertake their Lean for Municipalities Green Belt improvement projects

Participants can connect with their mentor at any stage through phone/Zoom/Teams and/or email and will receive a response to any query within 2 business days.

## ● Sample Expertise



**Dwight  
Bryan**

Dwight is a certified Lean Six Sigma Master Black Belt with over 20 years of experience. His Lean expertise is complemented by experience drawn from working across finance; sales; learning and development and supply chain management.

Dwight has held lead roles in the deployment of Lean transformations and has led/coached 120+ improvement projects across multiple processes and industries, achieving \$10 million+ in value.

### **Experience highlights include:**

- A Lean review of fleet services that provided a roadmap to gain an estimated 10% improvement in downtime which translates into an increase in fleet asset value availability of \$190,195 and daily and annual productivity savings of 3,792 hours
- Improving capital budget preparation; key results included reducing lead time for the end-to-end process by 1 month, while fully integrating the Asset Management function well ahead of the legislated deadline
- Improving aggregate management processes; conducted a Lean review to identify annual cost savings of \$35,540 and a 0% reduction in annual inventory write-offs

Laura-Lee is a Black Belt qualified trainer and consultant with over 15 years of combined experience in the fields of continuous improvement; performance measures; change management and human resources.

She has significant experience focused on process improvement through Kaizen; designing and developing future state value streams; business process efficiency; talent development and change management.

### **Laura-Lee has Lean project coaching experience across several areas including:**

- Corporate services
- Planning and protective services
- Infrastructure and public works
- Recreation and community services
- Library services
- Economic development
- Legislative services



**Laura-Lee  
Branco**



## Leading Edge Group Overview

Formed in 1995 and with key locations in Canada, Ireland and Australia, Leading Edge Group supports a variety of relevant client organizations through providing the following services:

- 1 Lean for Municipalities training and certification
- 2 Agile training and certification
- 3 Strategic and operational management consulting

Our organization supports a large number of municipalities across Canada and internationally. Likewise, our team incorporates experienced practitioners who have helped municipalities achieve enhanced quality and safety; increased operational excellence; improved levels of service; increased client/employee satisfaction; among other improvements.

Striving for perfection underlies everything that we do and we provide our customers and partners with the platform to develop a Lean culture and sustain it in their everyday work. We use a combination of data-based process change and positive cultural change to improve performance and help your organization to grow.

We have provided over 140,000 hours of instructor-led and self-paced online training in Lean concepts, tools and practices to over 12,000 students internationally since 2005.

## Sample Clients



## How to Register



Please visit our website to book online:

 <https://www.leadingedgegroup.com/course/lean-for-local-government-green-belt/>

Alternatively, please contact us by phone or email using the details below.

## Contact Us



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