Meet Lean Transformation Services

Consulting services to guide government to a new way of working with Lean strategy

Renee Smith Nyberg
Director

"Government has a promise to fulfill and Lean strategy offers the best hope for fulfilling that promise. With a new culture, mindset, and skills, public servants deliver the value customers expect."

Program's founder and visionary
Trusted advisor to leaders for more than 15 years
Designs organizations with care for purpose, process, and people
Creates powerful interventions for teams
Runs half marathons, travels, and paints

Renee.SmithNyberg@des.wa.gov

"The State of Washington is learning to adapt Lean strategy to government to deliver better value to more Washingtonians for generations to come and to make public service a deeply gratifying experience."

Develops innovative partnerships
Coaches the strivers
Designs new work
Enterprise Lean Consultant for 2 governors
Backpacks, kayaks, photographs nature

Darrell.Damron@des.wa.gov

Darrell Damron
Assistant Director

"Their guidance and firsthand experience have proved to be invaluable for our agency."
-Rick Garza, Director of the Liquor & Cannabis Board

"It's the right place and the right time to be applying Lean strategy to Government. We are planting the seeds now for a future where Lean strategy in Government is the norm. That's exciting!"

Coaches leaders in scientific problem solving
Develops and supports people as they learn
Builds Lean cultures
Results Washington Lean Fellow 2014
Hikes, snowshoes, and gardens

Ariana.Wood@des.wa.gov

" 'When you change the way you look at things, the things you look at change.' (Max Plank) Lean helps us see work in ways that empower workers to make it better for all."

Guides leaders and teams to meaningful results
Brings clarity with data analysis
Builds a supportive learning environment
20+ years of continuous improvement in government
Writes songs, sings, collects rocks, walks beaches

Crystal.Hart@des.wa.gov

"The course challenged me to take a different look at how we are doing business and providing value to our citizens." -Bob Liston, Board of Industrial Insurance Appeals

"I strive to create the conditions for insight. When a client has an aha moment, they're rewarded with new perspective and thinking. I'm rewarded with the knowledge that I helped someone."

Facilitates improvement efforts
Creates learning experiences
Consults with leaders about Lean thinking
Results Washington Lean Fellow 2014
Runs, reads, gardens

Eden.Teachout@des.wa.gov

"Every day is an opportunity to positively impact others through my work. I aspire to work mindfully and bring my best self to every interaction."

Strives to understand
Builds trust and commitment
Coaches to deepen self-awareness
8 years experience with Lean manufacturing and improving value streams
Enjoys nature, yoga, and meditation

Jacob.Skeers@des.wa.gov

"The DES Lean consulting team looks at an opportunity for improvement with fresh eyes."
-Vanessa Simpson, Consolidated Mail Services

Paul Houle
Senior Lean Consultant

"Lean is ultimately about respect for people."

Guides people to identify root causes of problems
Guides leaders to work at the right level, to identify gaps in customer experience, and to develop problem solving capability in their organizations
Coached healthcare organizations for 17 years
Fishes, explores the Olympic Peninsula, loves his kids

Paul.Houle@des.wa.gov