



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

CANADIAN LEAN SUMMIT 2018

House of Commons

Jeannette Goneau

Louise McDonald

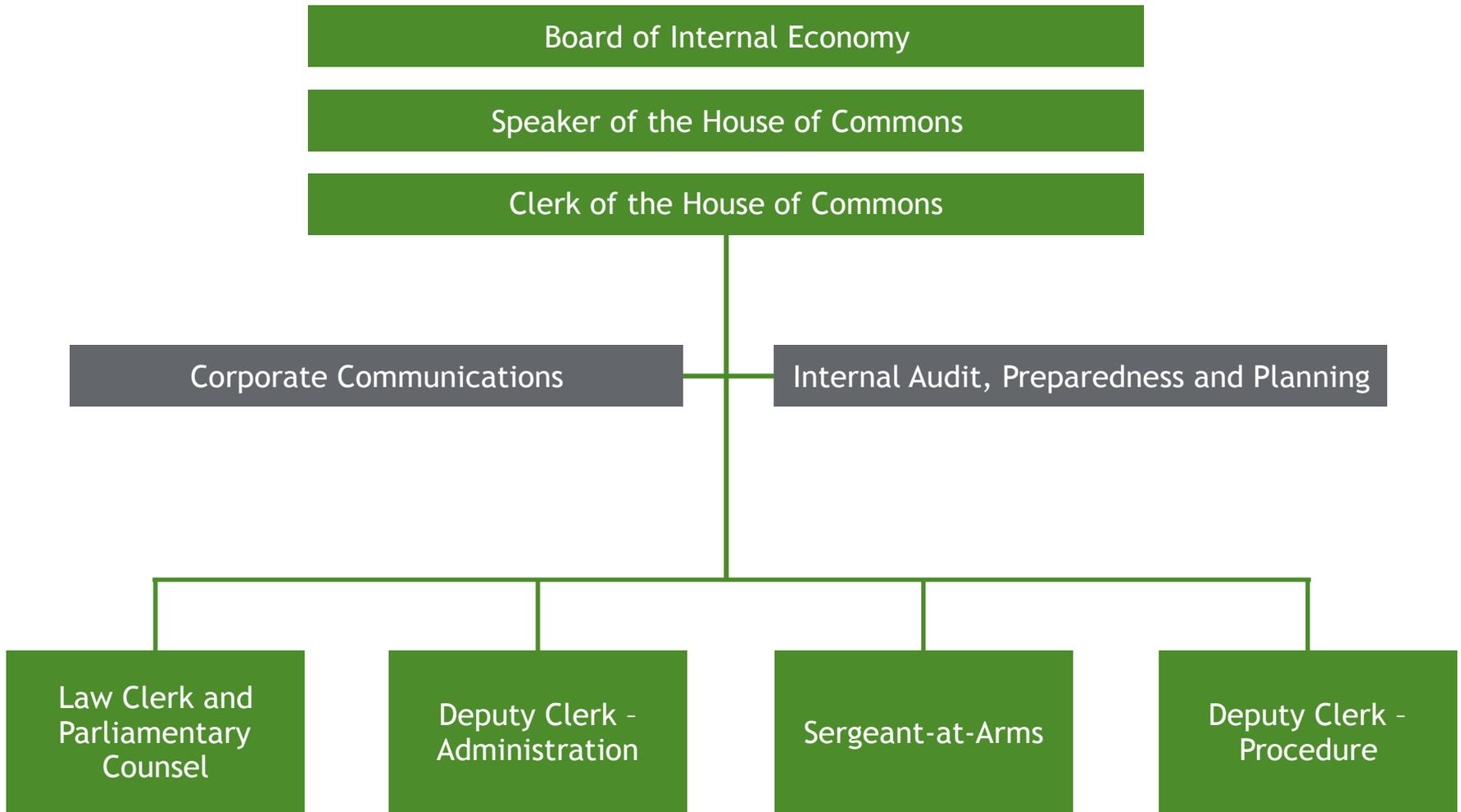
April 24, 2018





Organic by Choice – Grassroots Successes!

- Part 1** The Administration at a glance
- Part 2** Grassroot journey
- Part 3** Model for developing internal Lean capacity
- Part 4** Successes and challenges



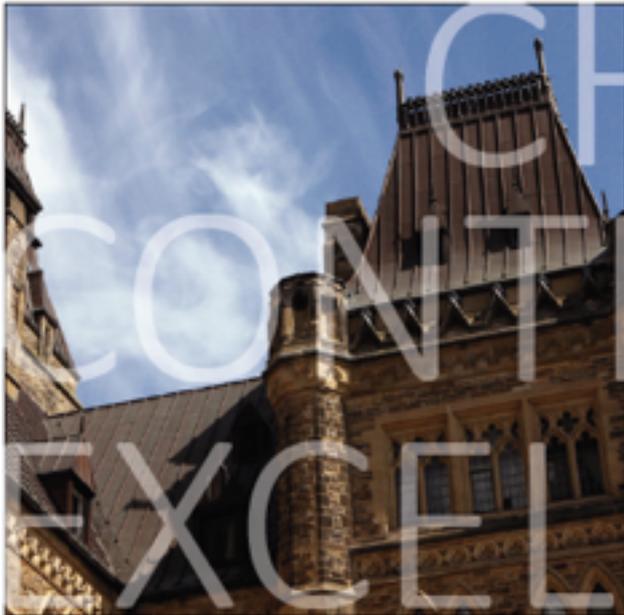


Mandate

The House Administration proudly supports Members of the House of Commons, providing them with the services, infrastructure and advice they need to carry out their work.

Four lines of business:

- Chamber
- Committees
- Caucuses
- Constituencies





OUR VISION

UPDATED STRATEGIC PLAN 2016-2019

Version 6, December 2016

To be a leader in legislative administration, providing modern, dynamic services in a secure environment.

Operational Excellence

- Execute Operational Plans
- Plan for the impacts of possible legislative changes to House of Commons activities
- Organize and deliver several parliamentary conferences

Modern Technology & Information Infrastructure

- Replace enterprise-wide systems: Human Resources Management System and Financial Management System
- Implement a mobile work environment for Members and the Administration
- Develop and implement digital information systems, tools and processes

Renewal of Physical Spaces & Associated Services

- Execute the Long Term Vision and Plan for the Parliamentary Precinct, taking into account new strategic priorities
- Devise new and innovative ways to deliver services to Members and optimize resource usage

Enhanced Emergency Management & Security Approach

- Establish working partnerships with the Parliamentary Protective Service and law enforcement agencies
- Build communication and awareness with all stakeholders around new physical and IT security approaches
- Reinforce ability to prevent, respond to and manage disruptive events
- Strengthen the IT security posture of the organization

Engaged, Qualified & Productive Workforce

- Further engage employees in performance expectations, communication effectiveness and collaboration
- Develop an organization-wide, flexible approach to succession management
- Adopt an organization-wide, contemporary, consistent approach to employee performance management and learning and development
- Be an employer of choice

OUR VALUES

Integrity
Diversity
Excellence

Commitment to
DIVERSITY
EQUITY AND EXCELLENCE

PROFESSIONAL
STANDARDS

INCLUSIVENESS

Second Year as Top Employer in the NCR



RECOGNIZED AS ONE OF NATIONAL CAPITAL REGION'S TOP EMPLOYERS (2018)

Behind the Scene...

- http://sourcemedias.parl.gc.ca/Video/HoC_Collaboration.mp4

Service-Oriented Organization

Information Technology

Transportation

Human Resources

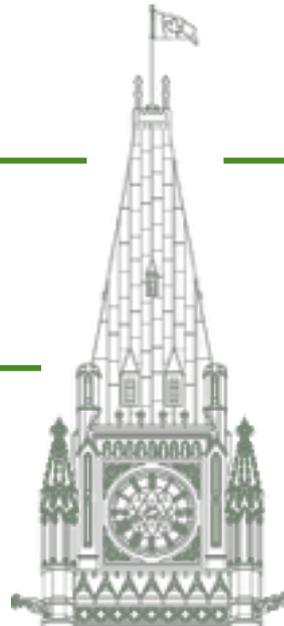
Tenant and Real
Property

Finance

Food Services

Carpenters

Procedural and Legislative
Services

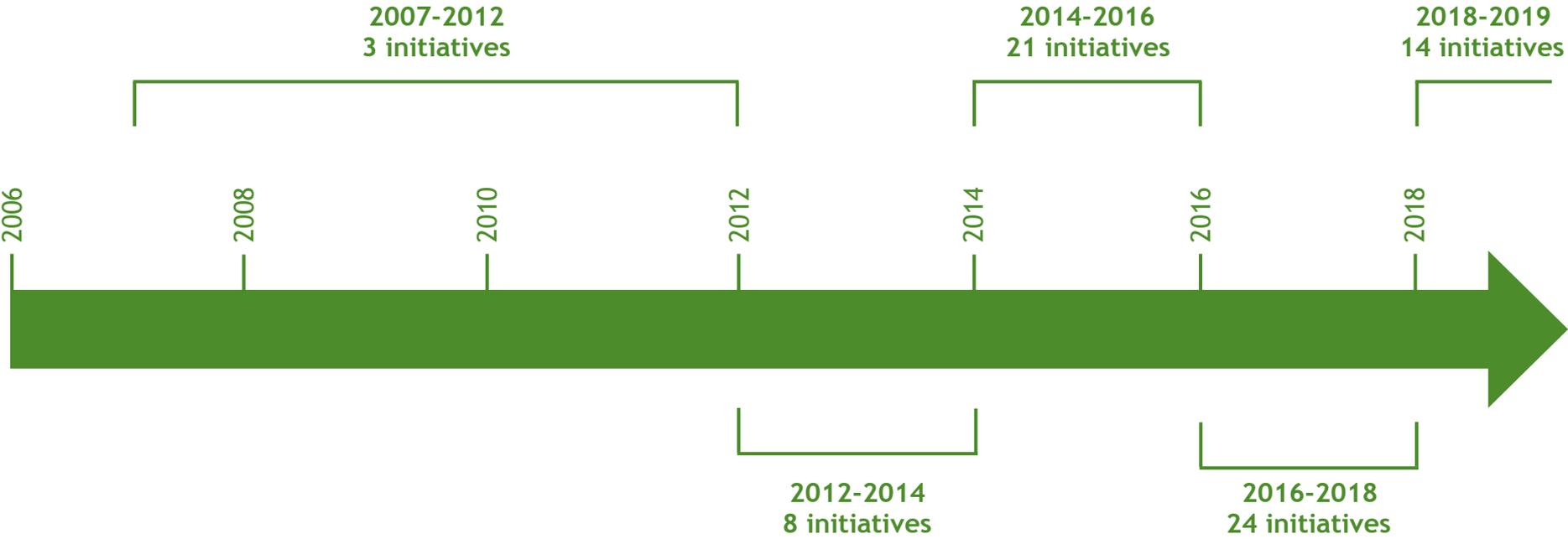


Press Gallery
Secretariat

GRASSROOT JOURNEY



History of Lean at the House



SUCCESS STORIES



Processes that have facilitated the engagement of Canadians with their Parliament

1

Parliamentary Precinct Access

2

Petitions for Canadians

3

Witness Reimbursement Process

4

Report to Canadians



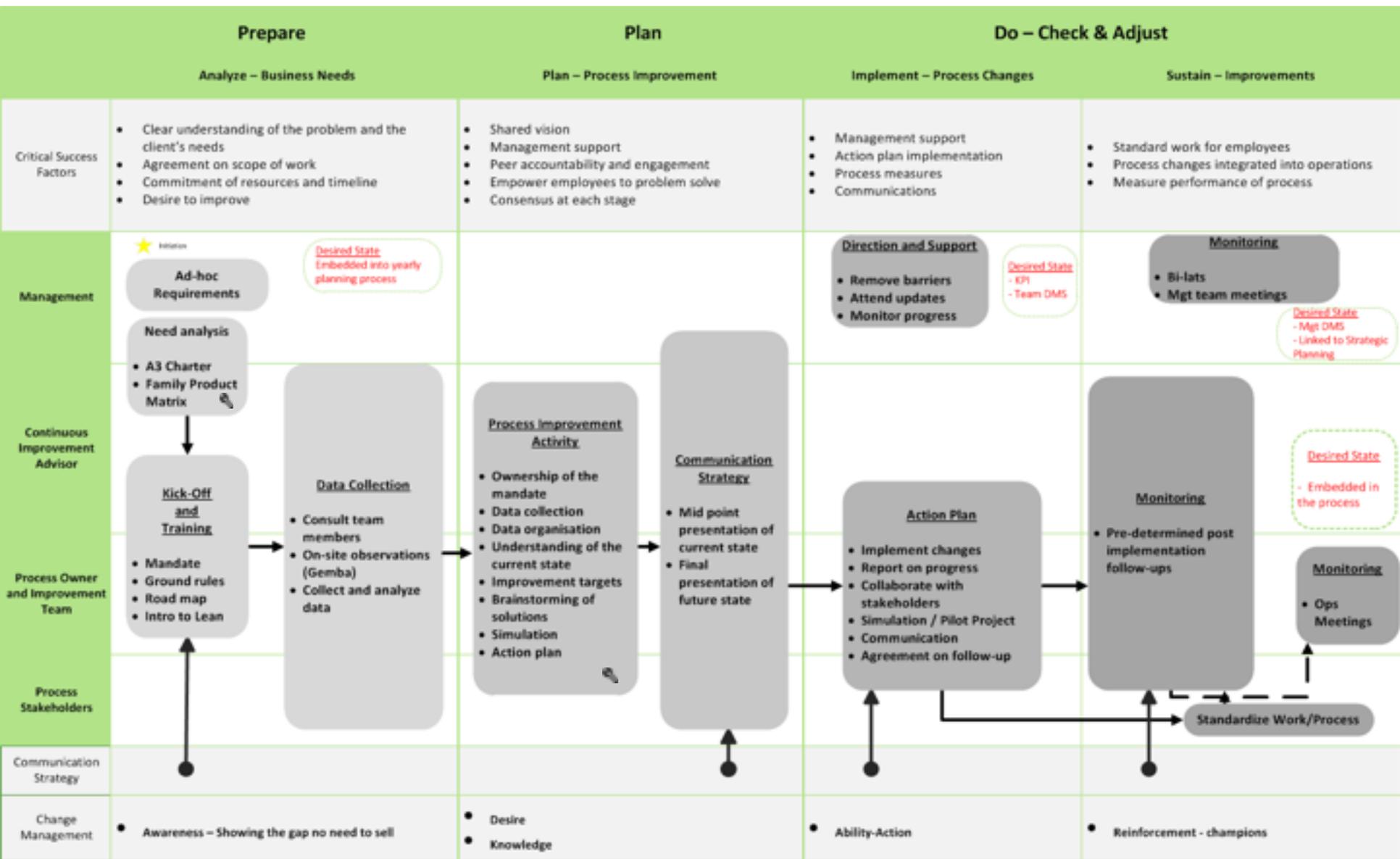
Workstation Components – Warehouse

Before



After







CHAMBRE DES COMMUNES
HOUSE OF COMMONS
CANADA

A3 PROPOSAL:

MANDATE :

RESPONSIBLE



SPONSOR



LEADER



FACILITATOR

CONTEXT

ISSUES

ANALYSIS AND PROPOSAL



PROCESS STARTS :



PROCESS ENDS :



OUT OF SCOPE:

IMPLEMENTATION AND DELIVERABLES

RESPONSIBLE

TIMELINE

| IMPLEMENTATION AND DELIVERABLES | RESPONSIBLE | TIMELINE |
|---------------------------------|-------------|----------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

PARTICIPANTS

STAKEHOLDERS AND CLIENTS

LOGISTICS



Family Product Matrix

| Products/Services | Develop Timeline | Benchmarking | Compare previous reports | Prepopulate reports | Collect Member Activities and | Collect progress against strat & op | Collect Reports (BPs, reports | Obtain recent pictures | Analyse Data | Write content | Graphic Design | Editing | Consultation\Facilitation | Approval Service Area | Comms plan | Translate | Consolidate info into presentation | Schedule meeting\Meet | Present quarterly updates | Approval BOIE | Send letter\Correspond | Publish on Web |
|--|------------------|--------------|--------------------------|---------------------|-------------------------------|-------------------------------------|-------------------------------|------------------------|--------------|---------------|----------------|---------|---------------------------|-----------------------|------------|-----------|------------------------------------|-----------------------|---------------------------|---------------|------------------------|----------------|
| Strategic Plan Narrative (3 year) (Strategic placemat - visual) | X | X | X | X | | X | | X | X | X | X | X | X | X | X | X | X | X | | X | | X |
| Strategic Action Plan (1 year short) (Strategic placemat - visual) | X | | X | X | | X | X | | | | X | X | X | X | X | | X | X | | | | |
| Q Progress Reports | X | | X | X | | X | X | | X | X | X | | X | X | | | X | X | X | | | |
| Report to Canadians | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | X | X | X |
| Environmental Scan - full scan - Comprehensive | X | X | X | | X | | | | X | X | | | X | | | | X | X | | | | |
| Environmental Scan Update | | | X | | | | | | X | X | | X | X | | | X | | X | | | | |
| Visual Enhancement Services | | X | | | X | | | X | X | X | X | X | | | | X | X | X | | | | |
| Operational Planning Support | X | X | X | | X | | | | X | | | | X | X | | | | X | | | | |
| Subject Matter Analysis | X | X | X | | | | | | X | X | | | X | | | | | X | | | | |
| Planning and Management Frameworks | | X | | | | | | | | X | X | X | X | X | | X | X | | | | | |
| Secretariat functions - minutes | | | X | X | | | | | | X | | X | X | | | X | | | | | | |
| P&R Website content | | | X | | | | | X | | | X | X | | | | X | | | | | | |



Developing Internal Capacity

Certified Lean Masters and Six Sigma Green Belts

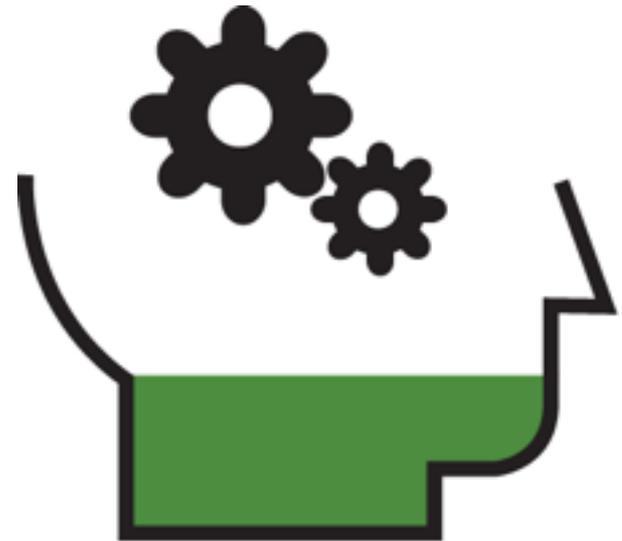
Encourage continuous improvement learning

Lean Intro training + Facilitation Skills

Coach Lean leaders (observe, involved, do, lead)

Refresh your facilitation skills

Stay current professionally



Challenges and Lessons Learned

- Traditional organization
- Risk averse
- Silos within silos
- Lean terminology
- Process measures
- Time commitment
- One process - many results
- Unclear how work flows through the organization
- Soft skills sell Lean to managers, Lean sells Lean to employees



What We Need To Do Better

- Strategic Initiatives at all levels
- Measure our processes
- Sustain our continuous improvement initiatives
- Progress reports
- Talk process and standards
- Learn and apply something new
- Welcome resistance to change
- Better communicate our successes



Take Aways

1. Always have a clear mandate
2. Pilot your tools and share your experience
3. Accompany your clients on their journey
4. Plan for the worst and expect the best
5. Dream big and then adjust to reality



Thank you for spending the last hour with us!

QUESTION PERIOD

