



General Assembly

February Session, 2010

Raised Bill No. 467

LCO No. 2163

02163_____GAE

Referred to Committee on Government Administration and Elections

Introduced by:
(GAE)

AN ACT CONCERNING LEAN GOVERNMENT.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective from passage*) (a) For the purposes of this
2 section, "lean techniques" means a method of improving
3 administrative processes that (1) is based upon a focus on a customer
4 service perspective that seeks to optimize value delivered to the public,
5 (2) involves employees, the regulated community and the public in
6 continual improvements and the finding of solutions, (3) uses a
7 continual improvement framework that emphasizes rapid
8 implementation rather than lengthy planning, (4) seeks to reduce the
9 complexity of the process, and (5) uses metrics and visual controls to
10 improve decision making and problem solving.

11 (b) Each state agency shall identify a process that either requires
12 significant agency processing times or resources or that has a
13 significant impact on the public and, not later than thirty days after the
14 effective date of this section, shall submit a summary of such process
15 to the Secretary of the Office of Policy and Management. Not later than
16 June 1, 2010, the secretary shall compile a list of all agency processes

17 submitted in accordance with this subsection and determine which
18 such processes have the highest priority in terms of the potential
19 savings if streamlined or of the actual economic impact of the process.
20 The secretary shall coordinate the examination and improvement of
21 each agency process and shall seek private entities willing to train
22 agency personnel in implementing lean techniques to improve each
23 process in accordance with subsection (c) of this section without
24 compensation.

25 (c) Each agency shall, in order of priority as determined by the
26 secretary in accordance with subsection (b) of this section, with the
27 assistance of a facilitator from CONNSTEP, the Labor Department or a
28 private entity that is volunteering its services, use lean techniques to
29 (1) align work processes, identify problematic issues and streamline
30 the process, (2) meet or exceed any processing time guidelines that
31 exist, (3) minimize the number of employees involved and delays in
32 the process, (4) replace paper with technology whenever possible, (5)
33 simplify the process without impacting legal requirements of the
34 process, and (6) develop and track process benchmarks. The agency
35 shall solicit the involvement of employees and the public to highlight
36 and find solutions for areas of the process in need of improvement.

37 (d) Each agency selected to implement lean techniques shall report,
38 on or before June thirtieth of each year, and quarterly thereafter, to the
39 Secretary of the Office of Policy and Management on the agency's
40 progress in complying with the requirements of subsections (b) and (c)
41 of this section. If the secretary determines that the agency has made
42 insufficient progress toward such compliance, the Governor shall,
43 notwithstanding the provisions of section 4-85 of the general statutes,
44 reduce any allotment requisition or allotment in force for the agency
45 by an amount equal to, in the aggregate, one per cent of the agency's
46 total appropriations for the current fiscal year.

47 (e) Notwithstanding chapter 10 of the general statutes, it shall not
48 constitute a conflict of interest for any contractor, as defined in section

49 4e-1 of the general statutes, to provide training of state employees of
50 an agency in lean techniques or to provide facilitators to assist an
51 agency in implementing lean techniques in accordance with subsection
52 (c) of this section without compensation, provided such contractor is
53 not party to a contract with such agency.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	New section

Statement of Purpose:

To require state agencies to implement lean techniques to improve current processes.

[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]