



California Lean Academy

Dear Lean Academy Participants,

Thank you for your commitment to learning about the Lean approach to process improvement and your willingness to find practical applications to improve how the state delivers services to the people of California.

The Government Operations Agency was formed in part to make California state government processes more efficient. The Lean training, modified for the public sector, will help the state innovate and improve performance.

The Agency has created the Eureka Institute to provide a statewide venue to learn about innovation, train state employees and integrate initiatives that drive continuous improvement. Recognizing that Lean is a proven customer-focused methodology for improving government processes, the California Lean Academy was formed to provide a statewide approach to the training and education of Lean.

As a participant in the California Lean Academy, you have demonstrated a commitment in learning about Lean and ways that you can apply tools and techniques in your programs that can measurably drive process improvement and innovation to better serve Californians.

I hope that you find the training sessions valuable and will seize the opportunity to take Lean thinking to your program area and start a Lean movement. Together, we will improve and innovate our operations as we continuously strive to provide customer service excellence through an empowered and dedicated civil service workforce.

Sincerely,

Marybel Batjer

Secretary, Government Operations Agency

