

## Village of Orland Park Proposal Draft (10 days total)

### OBJECTIVES

LEI and Village of Orland Park will enter into a custom coaching and learning experience and together we will focus on the purposes of:

- Documenting and standardizing process workflows for permits.
- Developing a Lean Transformation Framework for Development Services through practice with all 5 dimensions.
- Developing Village of Orland Park Administration Division & Building Division team member's capability to see, visualize, and improve the work and create standardized work.

### Deliverables:

- Develop Permit Groupings/Families
- Working Draft of a Lean Transformation Framework for Development Services
- Process maps for 100% of permits
- Standardize 50% of permits

### Term:

October 15, 2022 – March 15, 2023

### SCOPE OF SERVICES

<b>Activity</b>	<b>Orland Park Learners</b>	<b>Level of Support</b>
Visit 1 <ul style="list-style-type: none"><li>• Introduce Process Mapping and Standardized Work</li><li>• Develop rough draft permit families</li><li>• Map two complete permit processes</li><li>• Homework - Map two complete permit processes</li></ul> Outcome: 4 permits mapped	<b>George, Jim (kick off &amp; wrap up)</b>  <b>Steve, Carrie, Ahmed Aich and Team</b>	2-day gemba based coaching and instruction
Virtual Check-In 1  Status, coaching & overcoming barriers	<b>Steve, Carrie, Ahmed Aich and Team</b>	1-hour

<p>Visit 2:</p> <ul style="list-style-type: none"> <li>• Review Homework</li> <li>• Map 2 processes (considering similarity)</li> <li>• Develop completion schedule</li> <li>• Homework - Map two complete permit processes</li> </ul> <p>Outcome: 8 processes mapped</p>	<p><b>George, Jim (kick off &amp; wrap up)</b></p> <p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-day gemba based coaching and instruction</p>
<p>Virtual Check-In 2:</p> <p>Status, coaching &amp; overcoming barriers</p>	<p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-hour</p>
<p>Visit 3:</p> <ul style="list-style-type: none"> <li>• Review Homework &amp; completion status to schedule</li> <li>• Process walk thru (step by step) &amp; standardization opportunity discussion</li> <li>• Introduce built-in quality</li> <li>• Homework – Execute on completion schedule</li> </ul>	<p><b>George, Jim (kick off &amp; wrap up)</b></p> <p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-day gemba based coaching and instruction</p>
<p>Virtual Check-In 3:</p> <p>Status, coaching &amp; overcoming barriers</p>	<p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-hour</p>
<p>Visit 4:</p> <ul style="list-style-type: none"> <li>• Review Homework &amp; completion status to schedule</li> <li>• Process walk thru (step by step) &amp; standardization opportunity discussion</li> <li>• Mid-engagement reflection discussion</li> <li>• Homework – Execute on completion schedule</li> </ul>	<p><b>George, Jim (kick off &amp; wrap up)</b></p> <p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-day gemba based coaching and instruction</p>
<p>Virtual Check-In 4:</p> <p>Status, coaching &amp; overcoming barriers</p>	<p><b>Steve, Carrie, Ahmed Aich and Team</b></p>	<p>1-hour</p>
<p>Visit 5:</p> <ul style="list-style-type: none"> <li>• Review Homework &amp; completion status to schedule</li> <li>• Process walk thru (step by step) &amp; standardization opportunity discussion</li> </ul>	<p><b>George, Jim (kick off &amp; wrap up)</b></p>	<p>1-day gemba based coaching</p>

<ul style="list-style-type: none"> <li>• Introduce abnormality reaction</li> <li>• Homework – Execute on completion schedule</li> </ul>	<b>Steve, Carrie, Ahmed Aich and Team</b>	and instruction
Virtual Check-In 5:  Status, coaching & overcoming barriers	<b>Steve, Carrie, Ahmed Aich and Team</b>	1-hour
Visit 6: <ul style="list-style-type: none"> <li>• Review Homework &amp; completion status to schedule</li> <li>• Process walk thru (step by step) &amp; standardization opportunity discussion</li> <li>• Introduce process lead time</li> <li>• Homework – Execute on completion schedule</li> </ul>	<b>George, Jim (kick off &amp; wrap up)  Steve, Carrie, Ahmed Aich and Team</b>	1-day gemba based coaching and instruction
Virtual Check-In 6:  Status, coaching & overcoming barriers	<b>Steve, Carrie, Ahmed Aich and Team</b>	1-hour
Visit 7: <ul style="list-style-type: none"> <li>• Review Homework &amp; completion status to schedule</li> <li>• Process walk thru (step by step) &amp; standardization opportunity discussion</li> <li>• Introduce ahead / behind visualization</li> <li>• Homework – Execute on completion schedule</li> </ul>	<b>George, Jim (kick off &amp; wrap up)  Steve, Carrie, Ahmed Aich and Team</b>	1-day gemba based coaching and instruction
Virtual Check-In 7:  Status, coaching & overcoming barriers	<b>Steve, Carrie, Ahmed Aich and Team</b>	1-hour
Visit 8: <ul style="list-style-type: none"> <li>•</li> <li>• Review Homework &amp; completion status to schedule</li> <li>• Final Review of results</li> <li>• Reflect on what was learned</li> <li>• Discuss future steps / actions</li> </ul>	<b>George, Jim, Steve, Carrie, Ahmed Aich and Team</b>	1-day gemba based coaching and instruction