

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

Activity	Orland Park Learners	Level of Support
Visit 1 • Introduce Process Mapping and Standardized Work • Develop rough draft permit families • Map two complete permit processes • Homework - Map two complete permit processes Outcome: 4 permits mapped	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	2-day gemba based coaching and instruction
Virtual Check-In 1 Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour

Visit 2: • Review Homework • Map 2 processes (considering similarity) • Develop completion schedule • Homework - Map two complete permit processes Outcome: 8 processes mapped	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction
Virtual Check-In 2: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 3: • Review Homework & completion status to schedule • Process walk thru (step by step) & standardization opportunity discussion • Introduce built-in quality • Homework – Execute on completion schedule	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction
Virtual Check-In 3: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 4: • Review Homework & completion status to schedule • Process walk thru (step by step) & standardization opportunity discussion • Mid-engagement reflection discussion • Homework – Execute on completion schedule	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction
Virtual Check-In 4: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 5: • Review Homework & completion status to schedule • Process walk thru (step by step) & standardization opportunity discussion	George, Jim (kick off & wrap up)	1-day gemba based coaching

• Introduce abnormality reaction • Homework – Execute on completion schedule	Steve, Carrie, Ahmed Aich and Team	and instruction
Virtual Check-In 5: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 6: • Review Homework & completion status to schedule • Process walk thru (step by step) & standardization opportunity discussion • Introduce process lead time • Homework – Execute on completion schedule	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction
Virtual Check-In 6: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 7: • Review Homework & completion status to schedule • Process walk thru (step by step) & standardization opportunity discussion • Introduce ahead / behind visualization • Homework – Execute on completion schedule	George, Jim (kick off & wrap up) Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction
Virtual Check-In 7: Status, coaching & overcoming barriers	Steve, Carrie, Ahmed Aich and Team	1-hour
Visit 8: • Review Homework & completion status to schedule • Final Review of results • Reflect on what was learned • Discuss future steps / actions	George, Jim, Steve, Carrie, Ahmed Aich and Team	1-day gemba based coaching and instruction