## Continuous Improvement (CI) Training for Leaders

**Division:** Operations

## Problem description

The Organizational Improvement unit lacked an efficient process for ensuring MPCA leaders are exposed to and proficient in using up-to-date CI tools and techniques.

► Many agency leaders had not been trained since 2005. Methods and tools have expanded and changed.

► Many new agency leaders had no exposure to CI principles and tools.

## Background

Up-to-date training for agency leadership is critical to the success of CI at the MPCA.

The five day long CI training session was re-vamped.
► Updated material
► Incorporated new tools and techniques

Two rounds of the training were offered.
► Spring 2013
► Fall 2013

## Baseline measurement

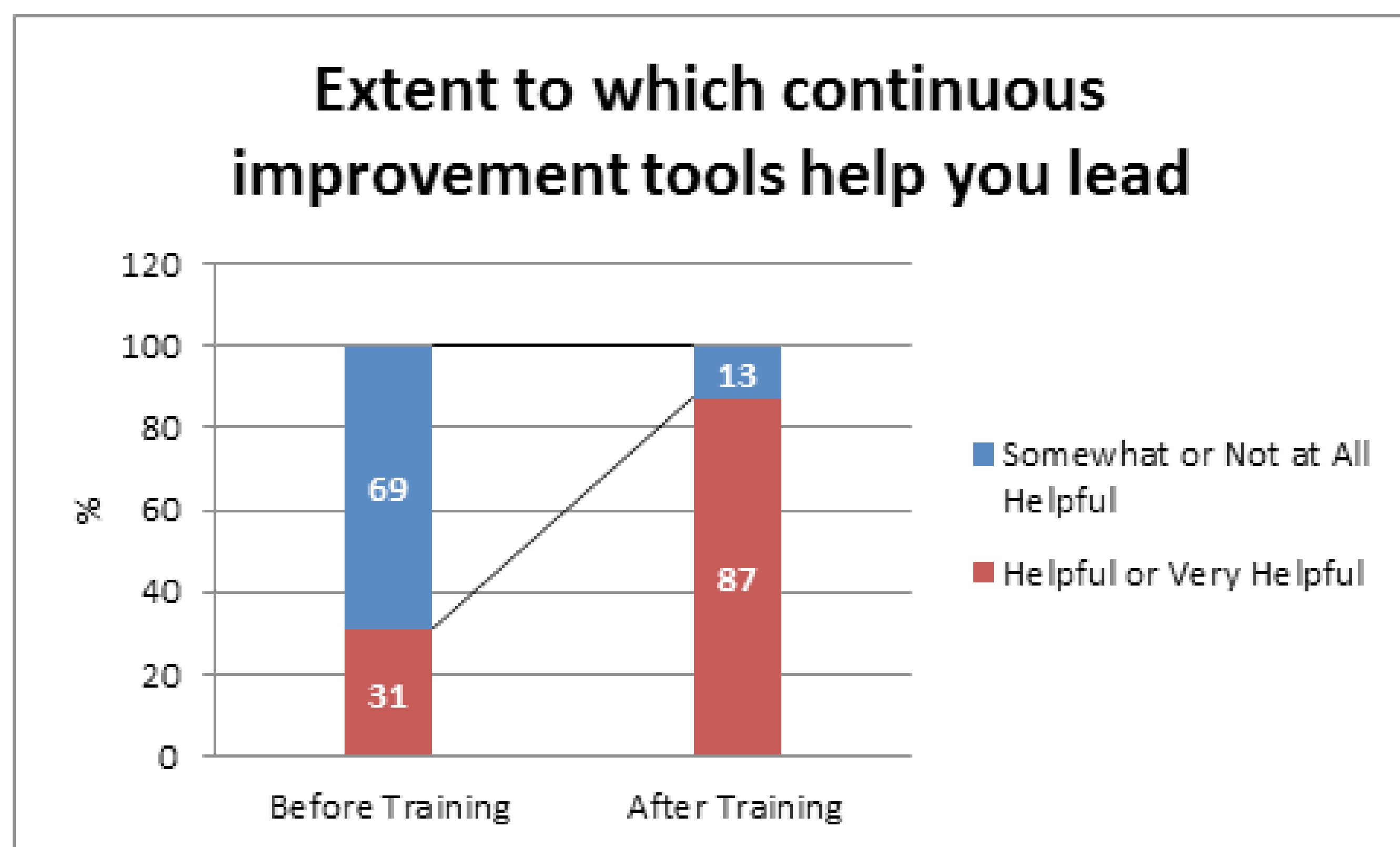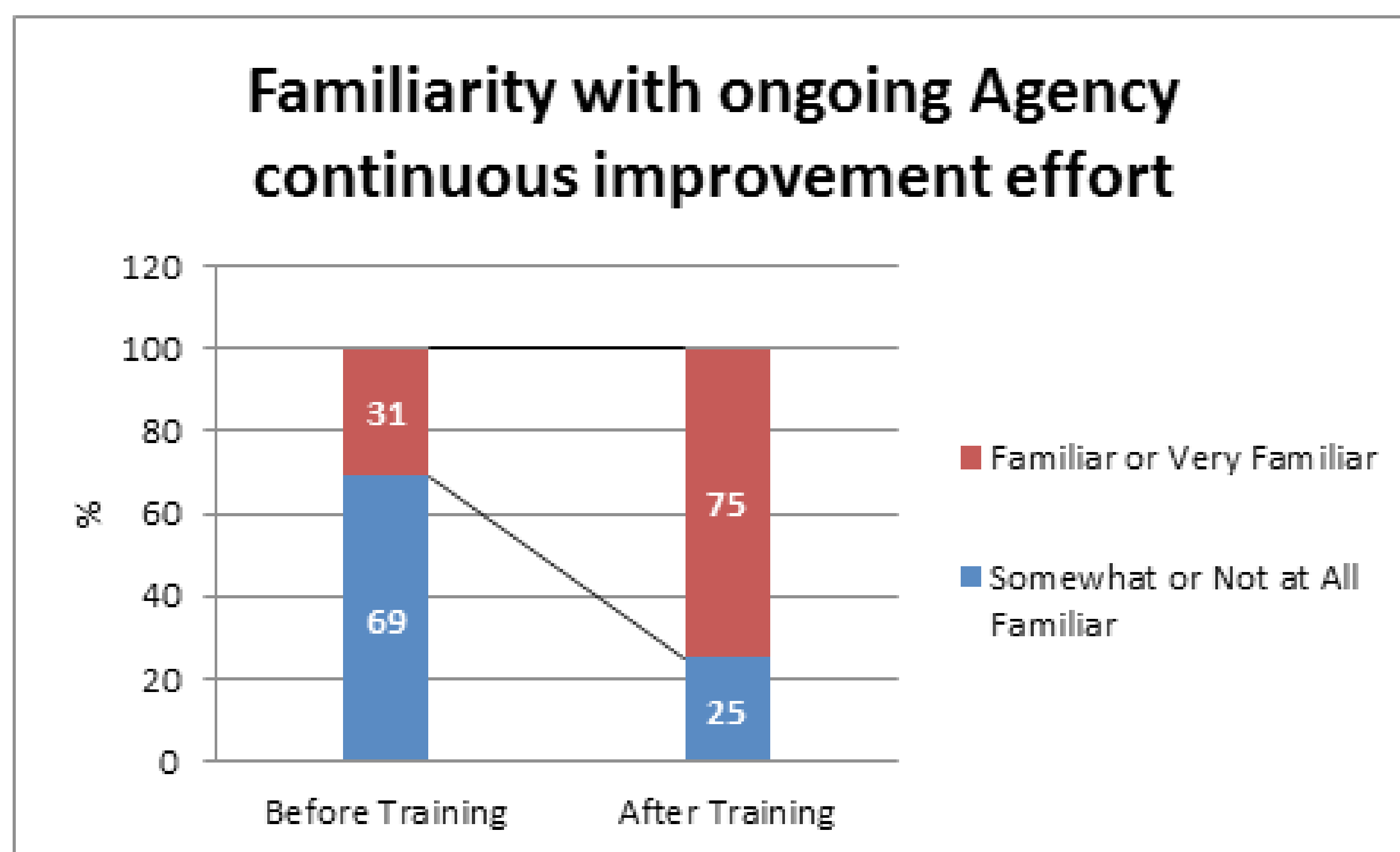Prior to training sessions, baseline survey of agency leaders to determine:

► Familiarity with agency-wide CI efforts
► Belief that CI tools can help them
► Barriers to incorporating CI
► Confidence in ability to apply various CI insights

## Results

Spring 2013 session follow-up survey
► 23 participants completed the survey



Fall 2013 session follow-up survey
► Results are pending

Six-moth follow-up surveys are also planned to determine if participants are using CI tools.