

NEWS RELEASE



FOR IMMEDIATE RELEASE

Date: June 11, 2021
Contact: Anya Warrington, Human Resources Director
(425) 622-9419 awarrington@lakestevenswa.gov



Pictured top row: Capital Projects Manager Aaron Halverson, Parks Planning & Development Coordinator Jill Meis, Building Official Ryan Mumma, Calliope Consulting CEO Lori Erickson, Records Specialist Margaret Cooper. Not pictured: Sr. Records Specialist Megan LeBlanc. Bottom row: Mayor Brett Gailey, Sewer District General Manager Mariah Low, IT Director Troy Stevens, HR Director Anya Warrington, Deputy Clerk/Accounts Payable Adri Crim.

City of Lake Stevens Goes “Lean”

Process Improvement Key in Lean Six Sigma Training

Lake Stevens, Wash. – The City of Lake Stevens is taking steps to improve its internal processes to better serve residents, businesses and employees. Nine city staff members and one Lake Stevens Sewer District employee recently graduated from a Lean Six Sigma training program, which focuses on removing barriers or delays to service.

Here’s how it works. Every service the City provides involves a process to deliver it. That process can be broken down to steps, and sometimes these steps require improvement to make things run better. Lean Six Sigma teaches employees to evaluate the processes and identify steps that need changing to best serve the end use customer.

NEWS RELEASE



For example, the City issues building permits through its Planning and Community Development Department. Lake Stevens has fewer planning staff per capita than most cities its size. Less staff could mean delays but applying Lean Six Sigma practices makes the permit process more efficient and faster.

Staff members participated in a 40-hour training over nine weeks earning their “green belt.” Graduation required participants to identify a process that they wanted to improve at the city. Some of these projects include:

Human Resources – Helping employees return to work after an injury or illness using efficient and consistent processes.

Police Department – Providing an employee care program for first responders.

Information Technology – Developing a mobile device provisioning system for city staff.

Code Enforcement – Developing a tracking system for fines and penalties issued for code violations.

Procurement – Coordinating purchase of goods and services across all city departments.

Lean originally was developed in the 1940s to streamline manufacturing and increase production. Six Sigma provides the toolkit for organizations to improve their business practices. Streamlining processes and increasing productivity leads to cost-savings, higher employee morale, and better service for customers.

###

Lake Stevens (pop. 33,000) is a city in Snohomish County, Washington, named for the lake that it surrounds.

The City’s vision is to be “one community around the lake” with a vibrant economy and unsurpassed infrastructure that provides residents an exceptional quality of life. More information about Lake Stevens can be found at www.lakestevenswa.gov.