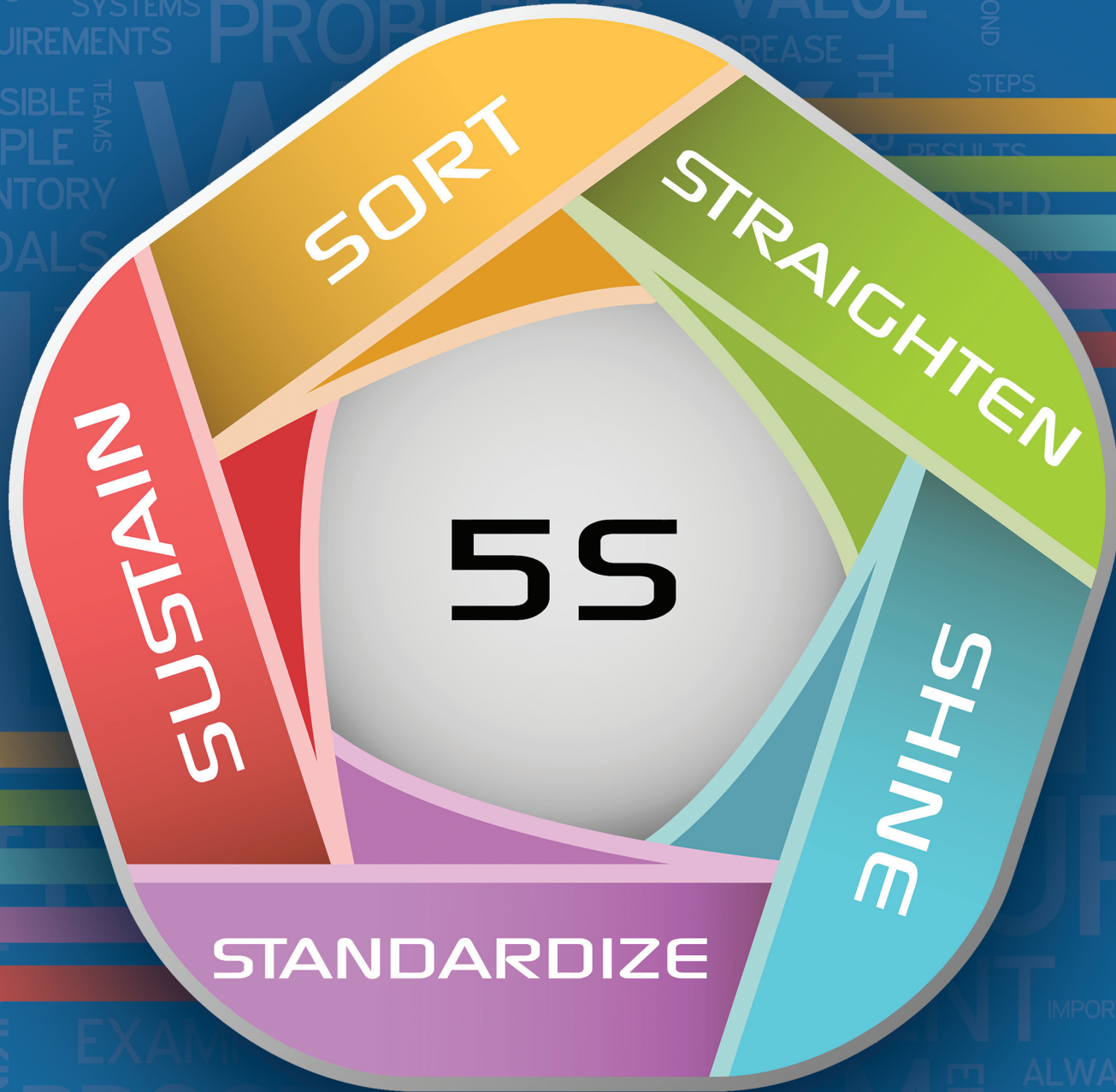


BUT WE'VE ALWAYS DONE IT THIS WAY
the most dangerous phrase in business.

Introducing a new way of thinking...

5S LEAN WORKPLACE



The Common Steps in Lean Deployments to Drive Change

SORT

Eliminate unnecessary items from the workspace

STRAIGHTEN

Arrange items so that they are easy to use, find and put away

SHINE

Keep the items and work area neat and clean

STANDARDIZE

Create a consistent approach to tasks and procedures

SUSTAIN

Make a habit of maintaining the correct procedures

anything is possible... **if** you look for the Lean way!!!

Heather Barto has been with the NH Department of Health and Human Services for 17 years. Heather is currently supporting the department through a Lean process improvement leadership role. She has held previous roles in Medicaid Care Management, public health management, and mental health rehabilitation services.
 Heather brings creativity, a Can Do Attitude and detailed organization to her work and project teams. She believes a successful project team has 3 key factors; people investment, invested leadership, and plenty of learning opportunities.
 Heather has a master's degree in Management with a Healthcare Administration Concentration from New England College and a bachelor's degree in Therapeutic Recreation from Utica College of Syracuse University.

Heather Barto
 Lean Black Belt
 Senior Process Improvement Specialist
 New Hampshire Department of Health and Human Services



Continuous Improvement
Lean
 New Hampshire



Thomas J. Lencki Jr.,
 Lean Black Belt
 Sergeant
 New Hampshire State Police

Thomas J. Lencki, Jr. has been employed with the NH State Police for over 19 years. Tom has been working on creating a positive Lean culture in the State Police and has developed a staff engagement plan for all State Police employees with the Lean White Belt Course.
 Tom is passionate about Lean and what it brings to the workplace. He believes building teams are critical for a successful project outcome. He believes Lean is a way of life and it is not something you do once and forget about it. Tom enjoys facilitation of Lean events, team-building activities, thinking outside the box and learning new things as he meets and works with people throughout the state. Tom's common sense approach and Lean methodology application are used on the NH roadways to help keep citizens and visitors in NH safe.