

Teammates,

October is [Center of Operational Excellence Month](#) in Nebraska. The Department of Administrative Services administers the [Center of Operational Excellence \(COE\)](#) program which provides expertise in process excellence and helps deliver to our teammates the training, programming, and tools to drive operational excellence in state government.

Since we launched the COE in 2016, it has trained over 23,000 teammates, supported over 600 projects, and saved Nebraska taxpayers over \$70 Million. This year, we are on track for one of our most impactful years yet. We have 32 full time practitioners dedicated to supporting our agencies that have already produced 94 unique improvement stories and \$30,900,000 in savings this year alone!

As part of the celebration of COE Month, the State held the inaugural [Operational Excellence Summit](#) last week. At the Summit, we were joined by a number of guests, including Governor Ricketts, Department of Economic Development Director Tony Goins, and other process improvement professionals throughout the country. It was an incredibly well run event that provided attendees with a wealth of knowledge on process improvement best practices and how to implement them in their day-to-day work.

Thank you to COE Director Matthew Singh and his excellent team for organizing and running [the Summit](#). I can't wait to see how we can top this year's summit for next year and hope to see you all there!

Regards,

Jason Jackson

Director, Department of Administrative Services