



# Agency Continuous Improvement Summit

## What is a Continuous Improvement Summit?

An agency continuous improvement (CI) summit involves updating the agency on process improvement progress with a goal of sustaining a culture of continuous improvement. An agency CI summit should be used to drive culture.

## What to Expect



- A properly conducted agency CI summit will drive process improvement culture.
- Keynote speakers will provide insightful information related to the industry.
- Individual breakout sessions will allow teammates an opportunity for engagement.
- An agency CI Summit will provide an opportunity for collaboration with teams they may not regularly work with.
- An agency CI Summit will leave teammates with ideas for process improvement in their specific work areas and will energize and motivate them.



## Planning an Agency CI Summit

- Choose a date and location for the agency CI summit
- A typical agency CI summit will be 3-4 hours
- Invite speakers that are relevant to your team
- Plan topics and speakers for breakout sessions
- Focus on process improvement ideas and concepts
- Use leaders to drive the culture
- Invite the entire agency to participate
- When building an agenda, focus on engaging and interacting with teammates
- Create a survey to send out after the agency CI summit to rate satisfaction and measure engagement
- Once everything is set, promote your agency CI summit and build excitement

## Frequently Asked Questions



Q: Can we invite all Lean Six Sigma Belt levels to CI summit?

A: Yes.

Q: Can outside speakers participate as keynote speakers?

A: Absolutely!

Q: Who can help me plan such an event?

A: Your Process Improvement Coordinator.

Q: How often should I do a summit to drive culture?

A: As often as the agency's culture requires.

Q: Would COE leadership be interested in participating in agency's CI Summit?

A: Yes.

\*For more information, reach out to a process improvement coordinator or the director of the Center of Operational Excellence