

Statement of Capabilities



Steven Thomson
Consulting Group LLC

Building **organizational capacity**
through **everyday Lean**.

NAICS 541611 541612 541614 • CAGE 7Q4U5 • DUNS 080395249
State of Washington Based Small Business



Dr. Steven Thomson, Principal

I focus on collaborative consulting techniques to help public service organizations develop the habits and capacities for sustained performance improvement.

- Strategic planning, implementation, and alignment
- Developing performance metrics and dashboards
- Stakeholder engagement strategies
- Continuous process improvement
(Lean tools and concepts)
- Implementation plans
- Communication plans
- Structured problem solving
- Daily management habits
- Organizational change management

**INCREASE YOUR ORGANIZATION'S
TRANSPARENCY, ACCOUNTABILITY,
AND PERFORMANCE!**



Structured workshops build commitment to process improvement.

My trusted business partners provide complimentary services:

- Statistically robust community surveys
- Business conduct and ethical action
- Leadership development
- Conflict resolution
- Grant writing
- User experience research
- Language access policy

What Makes STCG Special

I am ... me. You get my personal attention, energy and experience.

- *Ph.D. in Cultural Anthropology:*
organizational culture, community engagement,
collective impact on complex social issues
- *Lean Six Sigma Black Belt:*
demonstrated process improvement experience,
focus on non-financial performance metrics,
increase capacity, quality, efficiency, and service

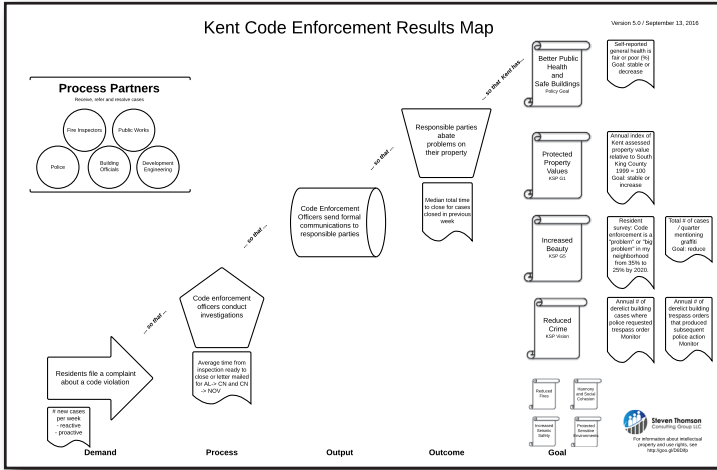
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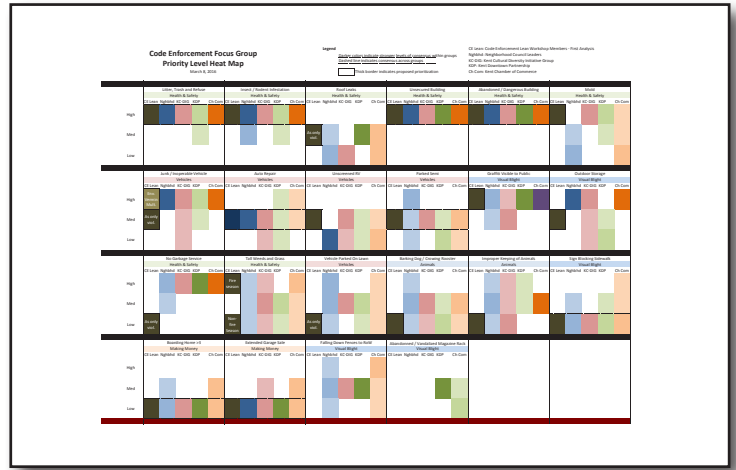
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High Performance Is Within Reach

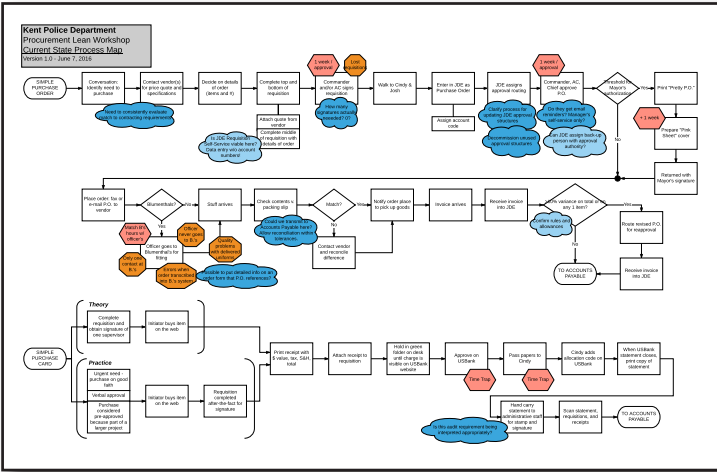
Clarity of purpose drives coherent change.



Heat map shows patterns in customer preferences.



Process mapping identifies opportunities for improvement.



Structured problem solving improves effectiveness and accountability.

Title: Developing a Meaningful Metric for Public Health Impact of Code Enforcement

Date: Feb 14, 2015
Owner: Steven Thomson
Approved Date: Feb 15, 2015
Manager Approval: Walters

BACKGROUND
Historical policy intent of code enforcement is to protect public health and assure the safety of buildings. Identified as one of the key goal-level items on the code enforcement Results Map.

CURRENT CONDITIONS
Kent has not had a goal-level metric in this area before. This is a proposal for establishing a new metric.

GOAL
Data needs to have a reliable source with assurance of continued collection. Data needs to be meaningful on the scale of Kent with some possibility of change over time, i.e. not an extremely rare occurrence with random variation. Metric should have a strong logical connection to a specific code-enforcement issue. A second, less-desirable option is a metric that points to public health very broadly. Metric should be relevant to other programs / relevant to citywide dashboard.

ANALYSIS

Indicator Type	Examples	Logical Tie	Analysis
Fatality-related deaths	Appliance related suffocation, non-fire related building collapse, rat and other animal bite	Strong	Incidence for Kent is too low to be meaningful
Behavioral health	HIV, gonorrhea, drug overdose	Moderate to Strong	Good data available; Not politically palatable
Common hospitalizations	Unintentional poisoning, falls, asthma	Weak	Good data available, but very weak logical ties.
General health	New proposal	Weak	Meets all goals

PROPOSAL
King County Public Health (KCPH) can provide data to the question "Self-reported general health is fair or poor (%) as a three-year rolling average with data starting in 2011. Widely used, clearly defined, and meaningful at the scale of Kent as a broad measure of public health. Available approximately 18 months after the close of a calendar year. KCPH sent a draft, three-year contract to provide this data for \$300,600/year.

PLAN

Task	Responsible	Deadline
Review and approve contract	Legal, CAO	Now
Receive data, approve payment, renew contract	Legal, CAO	Nov 15 each year
Update Code Enforcement dashboard	Legal, CAO	Nov 15 each year
Update City dashboard	Legal, CAO	Nov 15 each year

FOLLOW UP
Definition and utility of indicator to be reviewed every 5 years.

Testimonials

"In his ten months of consulting, Steven helped the city make significant strides toward becoming a high performance organization. His work on three process improvement projects with program and department-level performance dashboards has demonstrated the value of Lean efforts across the organization - and generated significant energy and enthusiasm toward expanding those initiatives into other areas."

- Suzette Cooke - Mayor, City of Kent

"[Steven Thomson] helped us identify and measure value in what we do, taught us how to identify problems, deploy countermeasures, and evaluate results. Under Steven's direction, we learned the continuous improvement system by working through a number of real problems and so simultaneously made immediate progress and built long-term capacity."

- Matthew Gilbert - Program Manager

"When this Lean stuff started, I thought it sucked. I thought it was a waste of time. But now that it is done, it is one of the best investments the city has made."

- R.E. Miller - Code Enforcement Officer

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