

**STATE WATER RESOURCES CONTROL BOARD  
BOARD MEETING SESSION – DIVISION OF WATER RIGHTS,  
DIVISION OF WATER QUALITY, & DIVISION OF ADMINISTRATIVE SERVICES  
SEPTEMBER 20, 2016**

**ITEM 10**

**SUBJECT**

UPDATE ON LEAN SIX SIGMA PROCESS IMPROVEMENT EFFORTS

**DISCUSSION**

Lean Six Sigma is a data-driven process improvement method developed in private industry to help businesses become more efficient. In California state government, the Lean Six Sigma process is organized by the [Governor's Office of Business and Economic Development](#). Through a six-month certification program, state employees are trained in complex analytical and statistical tools that identify waste and inefficiencies in processes. These tools are applied within current processes culminating in significant and measured process improvements.

Within the last three years, the State Water Board and Regional Water Boards have completed seven Lean Six Sigma projects. In 2014, a pilot project was completed by the [Division of Financial Assistance](#). In 2015, two projects were completed by the [Division of Water Quality](#) and one was completed by the [Central Valley Regional Water Board](#). This year, three projects were completed by the [Division of Water Rights](#), [the Division of Water Quality](#), and the Division of Administrative Services. All projects focused on eliminating delays and inefficiencies to improve processing times in their respective areas. Staff will present the results on these individual Lean Six Sigma projects.

**POLICY ISSUE**

None. This is an informational item.

**FISCAL IMPACT**

None. This is an informational item.

**REGIONAL BOARD IMPACT**

None. This is an informational item.

**STAFF RECOMMENDATION**

None. This is an informational item.

<p>State Water Board action on this item will assist the Water Boards in reaching 6 of the Strategic Plan Update: 2008-2012. Enhance consistency across the Water Boards, on an ongoing basis, to ensure our processes are effective, efficient, and predictable, and to promote fair and equitable application of laws, regulations, policies, and procedures.</p>
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