



ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission Embraces Governor Doug Ducey's "Lean Government Initiative" Commission Committed to Efficiency and Quality

(Phoenix)—The Arizona Corporation Commission agreed to engage Governor Doug Ducey's "Lean Government Initiative." The Commission's adoption of the Governor's initiative will complement the Commission's continued efficiency efforts that have been put in place over the past several years. "Lean" will offer new opportunities for the Commission to explore efficiency and customer service strategies.

"Having seen tremendous success in a variety of state agencies that have implemented Governor Ducey's Lean transformation initiative, I believe the Commission could realize significant improvements in processing efficiencies, reduced wait times on corporate filings, improved quality and enhanced customer service by adopting Lean," said Chairman Doug Little. "In the very near future, I will be working with our Executive Director to develop a plan on how to get Lean implemented. I believe this will be a major step towards improving and streamlining our processes to allow the Commission to run at the speed of business."

The Governor began ramping up the Arizona Department of Administration's Government Transformation Office after he took office. At the Commissioner's February staff meeting, all Commissioners embraced the idea of Lean engagement. Corporation Commission Executive Director Jodi Jerich told staff that she would meet with the representatives from the Governor's Office in March.

"I am pleased to see the Commission engage Governor Doug Ducey's office, beginning March 1st, to learn more about the Lean program and how it can be used in every aspect of Commission business," said Commissioner Andy Tobin. "In other agencies I have managed, Lean saved my employees and the taxpayers time and money by simplifying agency processing, developing a more positive organizational culture, and evaluating our purpose and practice to best serve Arizonans. I look forward to helping Chairman Little and my fellow Commissioners move forward with the implementation of Lean at the Commission."