



Delaware Quality Partnership

Human Resource Management

Barrett Building, 2nd Floor

821 Silver Lake Blvd.

Dover, DE 19904

(302) 739-1990

DQP Meeting Agenda

April 3, 2009

Meet and Greet/Refreshments
Meeting Minutes Approval
Election of Chair and Program Chair
Treasurer's Report
Old Business
New Business
Roundtable Discussion

Today's Program:

Using Value Stream Mapping for Process Improvements
Presented by Amy Mann, DNREC Air Quality Management Section

Value stream mapping is a process-mapping method for understanding the sequence of activities and information flow used to produce a product or deliver a service. This session will cover the basics of the Value Stream Mapping process, discuss how it was applied to the Department of Natural Resources and Environmental Control Air Permitting Process, and discuss the results of the effort. The intended audience is any person looking to improve work processes. Attendees will learn how to apply lean techniques for process improvement.

Mark your calendars!

Delaware Quality Partnership

Division of Corporations- a DQA Journey to Excellence

Friday, June 5, 2009

Barratt Building

OMB/HRM's TRAINING ROOM

Dover, DE

****Not able to attend in Dover?**

**This meeting will also be available by
video conferencing in the 10th floor**

**Human Resource Management training room of the
Carvel State Building in Wilmington**