

Program Starter Checklist for Government Service Organizations

A practical guide to help government agencies improve service consistency, reduce operational friction, and deliver better outcomes for residents and stakeholders.

Purpose Government agencies depend on people, processes, and information flow to deliver essential public services. When those elements are inconsistent—across permitting, licensing, public works, human services, administration, or constituent support—teams spend more time reacting to issues than serving residents. The result is backlogs, compliance risk, staff burnout, and reduced public trust.

This checklist helps government organizations assess their readiness to implement a Continuous Improvement (CI) program that strengthens service delivery, clarifies internal processes, and improves operational performance. It highlights the foundational elements needed to reduce friction, improve resident experience, and support more predictable, transparent operations.

This is not a full implementation guide. Instead, it provides a structured starting point to help leaders identify gaps, align teams, and determine where expert support may accelerate progress.

How to Use This Checklist

You do not need every item in place before beginning. This tool is meant to guide thinking, not prescribe a rigid sequence.

Use this checklist to:

- Spark discussion among agency leaders, program managers, frontline staff, and administrative teams
- Identify gaps in service delivery, workflow clarity, and cross-department coordination
- Prioritize early actions that stabilize operations and improve resident-facing services
- Understand where external expertise may accelerate improvements or reduce risk

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Ready to Improve Service Delivery, Reduce Backlogs, and Strengthen Public Trust

If this checklist raises important questions—or highlights gaps you want to address—we can help. Our team partners with government organizations to design and implement CI programs that improve delivery consistency, reduce operational friction, and strengthen team performance across departments.

Whether you need a full roadmap, workflow redesign, capability building, or hands-on facilitation, we can support you at any stage of your CI journey.

Checklist for Planning a Continuous Improvement Program in Government

Strategic Foundation

- Clear rationale for implementing CI (resident service delays, backlogs, compliance issues, inefficiencies, staff burnout)
- Defined scope: which departments, programs, or service lines are included/excluded
- Identification of key stakeholders (program leadership, operations, HR, finance, IT, legal, constituent services)
- Guiding principles for CI culture (transparency, collaboration, equity, data-driven decisions, continuous learning)
- Alignment with agency goals (resident satisfaction, turnaround time, compliance, equity, staff experience)
- Preliminary budget and resource considerations
- Understanding of current operational maturity and pain points (manual processes, unclear handoffs, outdated systems)

Program Objectives & Governance

- Documented CI objectives tied to measurable outcomes (reduced backlog, improved turnaround time, fewer errors, higher resident satisfaction, improved access and affordability)
- Prioritization of improvement goals based on public impact and urgency
- Assignment of executive sponsor and cross-department CI steering team
- Defined roles for CI leads, program managers, and process owners
- Governance structure for decision-making, escalation, and progress review
- Communication plan to share the CI vision and expectations across departments and agencies

Service Delivery Framework and Process Clarity

- Review of current service workflows (intake → review → approval → communication → closeout)
- Identification of process gaps, bottlenecks, and sources of rework (missing documentation, unclear routing, redundant steps)
- Standardization of core processes to reduce variation across teams or locations
- Clear definition of roles, responsibilities, and handoff expectations
- Documentation of key workflows, SOPs, and resident-facing processes
- Plan for updating and maintaining process documentation as policies and regulations evolve

Culture, Engagement and Team Alignment

- Leadership commitment to modeling CI behaviors and reinforcing a culture of service excellence
- Mechanisms for frontline staff to identify issues and propose improvements
- Expectations for daily or weekly team routines (huddles, case reviews, performance discussions)
- Approach for recognizing improvements and reinforcing desired behaviors
- Plan for cross-department collaboration and knowledge sharing
- Strategy for reducing burnout by improving clarity, predictability, and workload balance

Capability & Resource Preparation

- Assessment of team skills in problem-solving, collaboration, and process ownership
- Identification of training needs (Lean basics, root cause analysis, workflow mapping, daily management)
- Allocation of resources to support CI activities (time, tools, facilitation, data access)
- Selection of tools for workflow visualization, knowledge sharing, and performance tracking
- Development of a coaching plan to reinforce new behaviors and sustain improvements

Measurement, Feedback and Sustainability

- Agreement on baseline metrics (cycle time, backlog volume, resident satisfaction, error rate, SLA adherence)
- Defined process for collecting and reviewing performance data
- Feedback loops for residents, frontline staff, and partner departments
- Reporting cadence for leadership and operational teams
- Plan for periodic program reviews and maturity assessments
- Strategy for scaling successful practices across departments or service lines
- Sustainability plan to prevent regression and embed CI into daily operations