



**QPIC (Quality and Productivity Improvement Center), LLC**  
**Helping Clients Achieve Sustainable Success with Everything They Do**  
**"Teach a man to fish and you feed him for a lifetime"**

### **QPIC Testimonials**

"I am so excited that QPIC is committed to bringing lean to government where there is such a big need. QPIC is going beyond lean tools or one-off projects to deep cultural change. It will help us all!" **Jeffrey Liker, author *The Toyota Way*.**

"Harry Kenworthy (QPIC) has been very helpful to me personally as I moved into the position of Commissioner over the past sixteen months. Prior to that I was the Mayor of East Hartford as well as Chair of Connecticut Conference of Municipalities and in both roles I had dealt with Harry and QPIC in an effort to create more efficient, consumer friendly, cost effective government at the local level." **Melody Currey, Commissioner, Connecticut Department of Motor Vehicles.**

"Your efforts (QPIC's Bill Phillips) helped to guide our team in identifying important process improvements within our Call Center Complaint Processing System. Implementation of these improvements will ensure that utility customers receive more efficient and timely responses to their questions and complaints and serve to improve Call Center operations by incorporating greater consistency and efficiency into the processing of complaints. Your background in State government proved to be an asset to the team and contributed to a positive and effective experience for all." **Audrey Ziebelman, Chair, Public Service Commission, New York State Department of Public Service.**

"Harry Kenworthy (QPIC) has blazed a trail for Lean in Government by taking the concepts of Lean and presenting them in way that is relevant to that sector" **Bruce Hamilton, President GBMP and Shingo Prize Board of Governors**

"Harry is a one of the leading experts on Lean for government in the United States. His expertise has been invaluable to GFOA (Government Finance Officers Association) as we educate our members on the potential for Lean to make government better, faster, and cheaper." **Shayne Kavanagh, GFOA, Senior Manager, Research.**

"Thank you to Harry Kenworthy (QPIC) for providing training to members of the City of Boca Raton's staff along with facilitating the City's Accounts Payable Kaizen event. Harry has a way of teaching that makes the Lean concepts stick and the lessons learned during the process remains invaluable. We are very thankful for Harry's guidance as we continue our Lean Journey." **Shannon Crouch, Financial Services, City of Boca Raton, Process & Compliance Manager**

“Harry (QPIC) has given us great advice on our Lean journey. We greatly appreciate Harry's willingness to participate in our Lean Expert Partnership Program. Harry has his finger on the pulse of what's happening with government Lean implementations across the country.” **Darrell Damron, Enterprise Lean Consultant at the State of Washington.**

“Harry Kenworthy (QPIC) is one of the only people I know who has the courage to take on government and believe they can change for the better. He has done tremendous work all over the world bringing change in the least likely places. Beyond his courage, Harry's knowledge is unparalleled. His understanding of Lean and what it really takes to make it work is at the highest level. One of my favorite Harry quotes is, “If you want something to stick, you must set an expectation, inspect the expectation and reinforce the expectation by correcting or celebrating the desired behavior.” **Paul Akers, CEO FastCap, and author of “2 Second Lean”.**

“In the city of Hartford, Harry taught us the fundamentals of Lean and coached us through a series of Kaizen events in such diverse areas as tax collections and police private duty assignments showing us the way to improved processes and increased revenues. Harry's knowledge of governmental processes and his ability to coach relatively novice but eager employees was a tremendous help for us as we struggled with ongoing budgetary problems.

In the city of Springfield, Harry and the QPIC team trained several hundred employees including the Mayor, department heads and union presidents in the concepts of Lean and Achieving Change Effectiveness (ACE), coached our Steering Committee and guided us through a number Lean initiatives in the areas of procurement, accounts receivable and fire department calls for service which again led to improved processes and increased revenues for another city struggling with ongoing budgetary challenges exacerbated by a tax limitation measure, proposition 2 ½.

Since these early efforts in Hartford and Springfield, Harry and his team have become one of the pre-eminent firms helping all levels of government to improve their processes, reduce expenses and increase revenues. QPIC, LLC has also built lasting and strong relationships with both ICMA and GFOA.”

**Lee C. Erdmann, former City Manager/Chief Operating Officer for the city of Hartford, CT, and the former Chief Administrative and Financial Officer for the city of Springfield, MA.**