

## Federation of Tax Administrators

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# News Release

for immediate release

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### WASHINGTON STATE DEPARTMENT OF REVENUE WINS FTA TRAINING AWARD

(Washington , D. C., March 13, 2015) The Federation of Tax Administrators announced today that the Washington State Department of Revenue is the winner of the 2015 FTA Award for Training.

Presentation of the award will take place at the FTA Annual Meeting on June 16 in Minneapolis, Minn. Washington also has been invited to make a presentation on its program during the annual meeting.

Washington State describes its Lean training program as “a self-developed program to train the principles and tools necessary to foster a culture of Lean.” (Lean was originally refined by Toyota decades ago to improve its manufacturing processes but has been increasingly adopted by other businesses.) The training reaches every employee with a mix of personal workshops, bite-size videos, a dedicated webpage with Lean information, Intranet articles about using Lean tools for daily work, and in-person consultations with Lean-trained experts within the agency. Revenue developed a training curriculum for facilitators of process improvement projects that other state agencies now use.

Judges noted that some companies focus on training individuals but the Department of Revenue effort “trains the system.”

“This changes your attitude and empowers people to make their own successes,” said one judge. “This is especially timely in light of today’s challenging budgets. In-house training is deploying it in a clever way.”

The entries were judged by an independent panel consisting of Shirley Sicilian, KPMG; Lisa McLane, U.S. Treasury; and Doug Lindholm, Council on State Taxation.

The Federation of Tax Administrators is a nonprofit organization composed of the tax and revenue departments of the 50 states, the District of Columbia, Philadelphia and New York City. Its mission is to improve the standards and methods of tax administration.

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