**Region 1 & NH DES** Performance Partnership Agreement Process Lean Project

*NH DES = New Hampshire Department of Environmental Services*

**THE PROCESS**

As with other EPA Regions and state agencies, Region 1 and the New Hampshire Department of Environmental Services (NH DES) have a Performance Partnership Agreement (PPA) that describes goals and areas of cooperation between EPA and the state. The development of a multi-year PPA involves identifying joint strategic priorities, developing a detailed written document, and getting signatures from the Regional Administrator and the state Commissioner.

**IMPROVEMENT OPPORTUNITY**

The process for developing PPAs was inconsistent and perceived to take too long. Shrinking resources at both agencies placed a premium on refining, streamlining, and documenting a better PPA approach.

**KEY RESULTS & OUTCOMES**

- The revised PPA process makes efficient use of senior executives’ time in identifying strategic priorities for joint efforts.
- Region 1 and NH DES are using the simpler, shorter PPA process to develop their next PPA.

**EVENT TEAM**

**Project Sponsors:** Ken Moraff, Director, Office of Ecosystem Protection, Region 1; Vicki Quiram, Assistant Commissioner, NH DES; Ken Moraff, Director, Office of Ecosystem Protection, Region 1; Vicki Quiram, Assistant Commissioner, NH DES.

**Team Leaders:** Kristi Rea, Chief, Grants Branch, Region 1; Susan Carlson, Chief Operating Officer, NH DES.

**Facilitators:** Stephen Perkins, Senior Advisor, Region 1; Carolyn Russell, Senior Environment and Land Use Planner, NH DES.

“We didn’t just come up with a streamlined PPA process. The whole team gained a much better understanding of how the whole Performance Partnership system works.”

– Kristi Rea, EPA Team Leader

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**Estimated results; the new process will be used to develop the next EPA/NH DES PPA by August 1, 2016.**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Old Process</th>
<th>New Process</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead Time</td>
<td>8 months</td>
<td>6 months</td>
<td>↑ 25%</td>
</tr>
<tr>
<td>Number of Process Steps</td>
<td>20</td>
<td>13</td>
<td>↓ 35%</td>
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</tbody>
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**Mapping the Current State**

**Developing the Future State**

**Summary of future PPA development process**

From left to right: John Duclos, NH DES; Lucy Charlet, EPA; Wendy Waskin, NH DES; Dale Hootz, EPA; Jen Briggs, EPA; Ted Shara, NH DES; Susan Carlson, NH DES; Vince Perlitz, NH DES; Kristi Rea, EPA.